

KNATCOM CITIZEN SERVICE DELIVERY CHARTER

The Kenya National Commission for UNESCO (KNATCOM) is committed to providing effective and efficient friendly services in UNESCO's five areas of competence namely: Education, Natural Sciences, Social and Human Sciences, Culture and Communication and Information.

SERVICES OFFERED	CUSTOMER REQUIREMENTS	CHARGES	TIMELINES
General enquiries	Telephone call	Free	Within three rings
	Formal requests		Acknowledged within (7) days
	Email		Responded to within 24 hours
	Walk in enquiries		Clients attended to within 10 minutes
Dissemination of UNESCO communications to the Government and stakeholders	None	Free	Within 7 days upon receipt of the communication
Dissemination of global research publications and stakeholders innovations in UNESCO's five areas of competence	Liaison with the KNATCOM	Free	Continual Information disseminated within 7 days upon receipt
Provision of expert advisory services to the Government and stakeholders in UNESCO's five areas of competence	Formal requests	Free	Upon requests made and within set timelines
Building national capacities for stakeholders on UNESCO policies and standards in UNESCO's five areas of competence	Meet stakeholder criteria	Free / Cost sharing if need arises	Continual
Dissemination of calls and nomination of candidates for UNESCO prizes, awards, scholarships, fellowships and study grants to ensure awareness, access and uptake by Kenyans	<ul style="list-style-type: none"> ▪ Meet set criteria ▪ Provide accurate information 	Free	Continual and within set timelines
Coordination of national and international technical support in UNESCO's five areas of competence	Meet set criteria	Free / Cost sharing if need arises	Within agreed timelines

Promotion of international partnerships and collaborations with UNESCO on the five areas of competence	Agreed MOUs and contractual engagement	Free / Cost sharing if need arises	Within agreed terms and timelines
Co-ordinate ratification and implementation of UNESCO Conventions and Protocols	As per the Convention and Protocol requirements	Free	Within set and agreed timelines
Facilitate the establishment and adoption of UNESCO networks in UNESCO's five areas of competence	Meet set criteria	Free	Within set and agreed timelines
Registration of UNESCO Clubs	Meet set criteria	Kshs 500	Continual
Procurement of goods and services	Adhere to requirements of the Public Procurement and Asset Disposal Act 2015	As guided by the Act	Suppliers/providers prequalified biannually
			National open tender as guided by the Act
			Quotations as guided by the Act
KNATCOM Library services	Visit KNATCOM Library	Registration fee of Kshs 100	Monday to Friday Between 8.30am to 4.30pm
Registration in the Kenya UNESCO Youth Forum	Meet membership criteria	Free	Continual

COMPLAINT MECHANISM

In the event you are not satisfied with our services, you may:-

- Firstly lodge a complaint to the officer who first served you;
- Drop your written complaint at KNATCOM's Complaints / Compliments box; and
- Further complaints or appeals may be forwarded to:

The Secretary General,
Kenya National Commission for UNESCO
National Bank Building 16th Floor (Harambee Avenue)
P.O. Box 72107-00200

NAIROBI

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