



KISM CITIZEN SERVICE DELIVERY CHARTER



A: COMMON SERVICES

S/ NO.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to telephone calls (Land-line or any other official line)	Phone call	Free	15 Seconds
2.	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 Minute depending with the number of customers at the lobby
3.	Response to correspondences	Written Correspondence (Letters)	Free	5 Working Days
		Email and Social media (Twitter, Facebook and You Tube)	Free	1 Working Day
4.	Response to public complaints and grievances	Make a complaint	Free	1 Working Day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working Days
6.	Registration of Suppliers	<ul style="list-style-type: none"> a. Duly filled application form b. Company profile c. Certificate of Incorporation/ Registration d. PIN Certificate e. Valid Tax Compliance Certificate/Exemption f. Original Bank Statement g. Copy of Certificate of Registration with relevant regulatory bodies h. Non-refundable Fees Payment receipt i. Copy of annual return forms filed by company registry j. National Identity Card /Passport 	Free	14 Working Days
7.	Processing of Tenders	Submit bids for goods and services	Free	90 Working Days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working Day
9.	Payment for goods and services received	LPO/Invoice Certificate of Completion/Goods/Services Received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement

S/ NO.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
11.	Public participation policy-making process	Familiarization with issues and active Participation	Free	1 Day per stakeholder group
12.	Recruitment of staff	Making formal application based on the advert	Free	90 Days
13.	Processing of request for information	Make a request for information	Free	21 Days

B: CORE SERVICES

S/ NO.	CORE SERVICE AREA	CUSTOMER REQUIREMENT(S)	COST OF SERVICE (KSHS)	TIMELINE
1.	Processing of new license applications	a. Filled application form, b. Certified copies of certificates, c. Copy of Identity Card d. Current membership card e. Passport size photo, f. Curriculum Vitae g. License application fee	Ksh. 6,000	14 Days
2.	Processing of new membership applications	a. Filled application form b. Certified copies of certificates c. Copy of Identity Card, Passport size photo d. Curriculum Vitae of the Applicant e. Applications fees	Ksh. 4,500	14 Days
3.	Renewal of membership applications and licenses	Renewal fee for membership for licenses	Ksh. 10,000	14 days
4.	Communication on membership status	a. Required documents for membership b. License application	Free	5 days
5.	Development of annual CPD calendar	Familiarization with issues and Active participation	Free	In the month of October
6.	Marketing the Training calendar	Active member portal	Free	2 months prior to each training
7.	Workshop Attendance	a. Online booking b. Evidence of Payment c. Attendance in Person	As per cost indicated on the training calendar	1st day of Workshop
8.	Issuance of workshop certificates	a. Workshop payment b. Workshop attendance	Free	Last day of the workshop
9.	Circulation of workshop presentations	a. Workshop payment b. Workshop attendance	Free	By second working day after the workshop

S/ NO.	CORE SERVICE AREA	CUSTOMER REQUIREMENT(S)	COST OF SERVICE (KSHS)	TIMELINE
10.	Accreditation	<ul style="list-style-type: none"> a. Filled application for accreditation form b. Organization information – certificate of incorporation, PIN/VAT, company profile, trade/business licenses, tax compliance and shareholding, CR12, previous training experiences, memorandum and articles of association where applicable c. Program information d. Profile of facilitators e. Brief on quality control measures f. After the training, filled and signed registration of attendees of the trainings 	Ksh. 50 for every attendee per day for the training	5 Days
11.	Letters of good standing	A request to the Institute through a filled –out request form.	Free	To be issued within 2 working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in the Service Delivery should be reported to:

Chief Executive Officer
Kenya Institute of Supplies Management,
KISM Towers, 12th Floor, Ngong Lane, Ngong Road,
P. O. Box 30400 – 00100 NAIROBI.
+254 111 024800;
Website www.kism.or.ke
Email: complaints@kism.or.ke

The Commission Secretary / Chief Executive Officer,
Commission of Administrative Justice,
2nd Floor, West End Towers, Opposite Aga Khan High
School on Waiyaki Way – Westlands,
P. O. Box 20414- 00200,
NAIROBI.
Tel: +254-20-2270000 /2303000 / 2603765 /
2409574/0777 125818/ 0800221349 (Toll free)
Email: info@ombudsman.go.ke