



Kenya Yearbook Editorial Board Service Charter

GENERAL

NO.	SERVICES	OBLIGATIONS	CHARGES	DURATION	RESPONSIBLE SECTION
01	Response to Enquiries	Voluntary visit/call	Nil	10 Minutes	All Departments/Sections
02	Response to Correspondence	<ul style="list-style-type: none"> • Written correspondence i) General issues ii) Administrative iii) Technical issues 	Nil	05 working days 07 working days 14 working days	All Departments/Sections

SERVICES

NO.	SERVICES	OBLIGATIONS	CHARGES	DURATION	RESPONSIBLE SECTION
03	Payment for goods, services & works	<ul style="list-style-type: none"> • LPO/LSO • Delivery Note • Claim/Invoice 	Nil	30 Days	Finance Officer • Supply Chain Management Officer • Accountant • Auditor
04	Capacity Building	<ul style="list-style-type: none"> • Training Needs Assessment • Staff Appraisals 		Varies	<ul style="list-style-type: none"> • Human Resources Development • Administration
05	Publish the KYEB and other publications about Kenya		At a Fee	Varies	Editorial Board
06	Research on and publish Kenya's recent historical events		At a Fee	Varies	Editorial Board
07	Establish linkages & collaborations	<ul style="list-style-type: none"> • Negotiations • Exchange of letters and visits • MOU 	At a Fee	According to the nature, scope & legal framework regarding the concerned institutions.	Editorial Board

COMPLAINT MECHANISM

We encourage feedback on our service delivery in form of complaints, suggestions, unfulfilled expectations and dissatisfaction through mail, telephone, fax, e-mail and feedback forms at our customer care desk, suggestion boxes and personal discussions. KYEB will undertake to investigate and give feedback within 7 days. We guarantee confidentiality and privacy of all communication with us.

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