



KENYA YEARBOOK EDITORIAL BOARD

CITIZEN SERVICE DELIVERY CHARTER

VISION

Editorial excellence in public communications.

MISSION

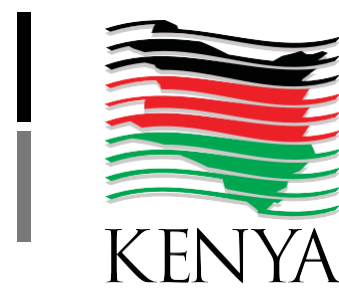
To professionally research, compile, edit, publish and disseminate information on Kenya's journey.

CORE VALUES

Professionalism
Innovation
Citizen-focused
Openness
Diversity

COMMITMENTS ON KYEB CITIZEN SERVICE DELIVERY

NO.	SERVICE	REQUIREMENT TO OBTAIN SERVICE	CHARGES	TIMELINES
01	General enquiries	Acknowledgment of correspondence and requests for information	Free	3 working days
		Response to verbal inquiries/walk-ins	Free	5 minutes
		Response to telephone call on official lines only	Free	3 rings
		Response to written correspondence via social media	Free	1 working day
		Response to correspondence via email	Free	1 working day
		Response to correspondence via letter	Free	5 working days
02	Response to public complaints and grievances	Written or verbal complaint	Free	Resolve within 14 working days upon receipt of complaint
03	Issuance of Local Purchase Order (LPO) and Local Service Order (LSO)	Provide quotation for purchase or service provided	Free	Immediate upon approval.
04	Payment for Goods and Services	Provide delivery note and invoice for services provided.	Free	Within a 30-day period, as per best practice.
05	Publish and disseminate the Kenya Yearbook and Sector Publications	Visit the Kenya Yearbook Editorial Board Social Media Platforms: a) Website: www.kenyayearbook.go.ke b) Instagram: kenyayearbookeditorialboard c) X@kenyayearbook d) Facebook: kenyayearbookeditorialboard	Free	Continuous
06	Purchase of KYEB Publications	a) Visit www.kenyayearbook.go.ke b) Log in to E-citizen platform in the provided link c) View publications catalogue d) Select publications to purchase e) Make payment f) Collect publication(s) from Kenya Yearbook Editorial Board offices	As per rate card on the website: www.kenyayearbook.go.ke	Continuous
07	Professional consultancy services	a) Research b) Edit c) Design d) Printing	As per rate card on the website: www.kenyayearbook.go.ke	Continuous
08	Recruitment	Make a formal application to the Kenya Yearbook Editorial Board as advertised in the career section on the website.	Free	60 days



All feedback is important and will be addressed with the utmost priority. We guarantee the confidentiality and privacy of all communication with us. Any service that does not conform to the above standards or any Officer who does not live up to the commitment, courtesy, and excellence in Service Delivery should be reported to:

The Chief Executive Officer,

Kenya Yearbook Editorial Board, NHIF Building, 4th Floor

P.O Box 34035-00100 Tel: +254 020 2715390/ 0757 029456 Nairobi Kenya.

Email: info@kenyayearbook.go.ke, complaints@kenyayearbook.go.ke, X@Kenayearbook, IG:Kenayearbookeditorialboard, FB:Kenayearbookeditorialboard

Website: www.kenyayearbook.go.ke

Ombudsman Contact:

2nd Floor, West End Towers

Waiyaki Way, Westlands

P.O Box 20414-00200 Nairobi.

Tel: 020-2270000, Toll Free Line: 0800-221349

info@ombudsman.go.ke/complain@ombudsman.go.ke

Revised 2024



BODI YA WAHARIRI YA KITABU CHA MWAKA CHA KENYA

MKATABA WA UTOAJI HUDUMA ZA WANANCHI

MAONO

Ubora wa uhariri katika mawasiliano ya umma

UTUME

Kufanya utafiti wa kitaalamu, kukusanya, kuhariri, kuchapisha na kusambaza habari kuhusu safari ya Kenya

MAADILI MUHIMU

Weledi

Ubunifu

Inalenga wananchi

Uwazi

Utofauti

AHADI KUHUSU UTOAJI HUDUMA KWA WANANCHI

NO.	HUDUMA	HITAJI LA KUPATA HUDUMA	MALIPO	MUDA HUSIKA
01	Maswali ya jumla	Uthibitisho wa mawasiliano na maombi ya habari	Bure	Siku 3 za kazi
		Kujibu maulizo ya ana kwa ana	Bure	Dakika 5
		Jibu la simu kwa njia rasmi pekee	Bure	Milio 3 ya simu
		Majibu kimaandishi kupitia mitandao ya kijamii	Bure	Siku 1 ya kazi
		Jibu kwa mawasiliano kupitia barua pepe	Bure	Siku 1 ya kazi
		Jibu kwa mawasiliano kupitia barua	Bure	5 siku za kazi
02	Majibu ya malalamiko na malalamiko ya umma	Malalamiko kimaandishi au kimaneno	Bure	Suluhisha ndani ya siku 14 za kazi baada ya kupokea malalamiko
03	Utoaji wa Agizo la Ununuzi wa Ndani (LPO) na Agizo la Huduma ya Ndani (LSO)	Hati Msako	Bure	Siku 1 ya kazi
04	Malipo ya Bidhaa na Huduma	Dokezo/Ankara ya Uwasilishaji	Bure	Siku 30
05	Chapisha Kitabu cha Mwaka cha Kenya na machapisho ya kissekta	Majukwaa ya Mitandao ya Kijamii ya KYEB Tovuti, Instagram, X na facebook.	Bure	Endelevu
06	Ununuzi wa Machapisho ya KYEB	Jukwaa la raia wa Mtandaoni	Kadi ya Viwango: www.kenyayearbook.go.ke	Endelevu
07	Huduma za ushauri wa kitaalamu	• Utafiti • Hariri • Ubunifu • Uchapishaji	Kadi ya Viwango: www.kenyayearbook.go.ke	Endelevu
08	Kuajiri	Tuma maombi rasmi kulingana na tangazo	Bure	Siku 60

Maoni yote ni muhimu na yatashughulikiwa kwa kupewa kipaumbele. Tunahakikisha usiri na faragha ya mawasiliano yote nasi. Huduma yoyote ambayo haiambatani na viwango vilivyo hapo juu au Afisa yeyote ambaye hafuati ahadi, adabu, na ubora katika Utoaji Huduma anapaswa kuripotiwa kwa:

Afisa Mtendaji Mkuu,

Bodi ya Wahariri ya Kitabu cha Mwaka cha Kenya, Jengo la NHIF, Ghorofa ya 4

Sanduku la Barua: 34035-00100 , Simu: +254 020 2715390/ 0757 029456 Nairobi Kenya.

Barua pepe: info@kenyayearbook.go.ke, complaints@kenyayearbook.go.ke, [X@Kenyearbook](https://twitter.com/Kenyayearbook), [IG:Kenyearbookeditorialboard](https://www.instagram.com/Kenyayearbookeditorialboard), [FB:Kenyearbookeditorialboard](https://www.facebook.com/Kenyayearbookeditorialboard)

Tovuti: www.kenyayearbook.go.ke

Mawasiliano ya Ombudsman:

Gorofa ya 2, West End Towers

Waiyaki Way, Westlands

P.O Box 20414-00200 Nairobi.

Simu: 020-2270000, Nambari ya Simu isiyolipishwa: 0800-221349

info@ombudsman.go.ke/complain@ombudsman.go.ke



Iliyorekebishwa 2024

