



REPUBLIC OF KENYA



CITIZENS' SERVICE DELIVERY CHARTER

S/ NO.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/ GOOD	TIMELINE
1.	Response to enquiry by walk-in customers	•Walk in and make enquiry	Free	Within 10 minutes of arrival
2.	Response to phone calls (Landline or any other official line)	•Phone call	Free	Within 15 seconds of ringing time
3.	Response to correspondence	•Letters	Free	Within 5 working days
		•Email and Social Media (X, Facebook, LinkedIn, You tube)	Free	Within 1 working day
4.	Statistical Publications: <ul style="list-style-type: none"> • Leading Economic Indicator • Consumer Price Index • Producer Price Index • Quarterly Gross Domestic Product • Quarterly Balance of Payment • Annual Economic Survey • Annual Statistical Abstract • Kenya Population and Housing Census Reports • Other Statistical Products 	<ul style="list-style-type: none"> •Visit KNBS website, and download publication •Visit KNBS Library 	Free for soft copy versions Hardcopies at a cost as per the KNBS publications catalogue accessed through www.knbs.or.ke	Within 5 working days upon payment for the hardcopy
5.	Data/information requests	•Written request to the Director General or Submit request through online data request form accessed through www.knbs.or.ke or Email through datarequest@knbs.or.ke	Free	Within 10 working days
6.	KNBS Library	<ul style="list-style-type: none"> •Register with KNBS Library •Access KNBS Library within opening hours subject to adherence with rules and regulations 	At a cost as per the KNBS publications catalogue accessed through www.knbs.or.ke	Weekdays (9.00 a.m.-4.30p.m), excluding public holidays
7.	Cartographic Maps	•Written Request to the Director General	At a cost as per KNBS Cartographic Products Catalogue accessed through www.knbs.or.ke	Within 7 working days upon payment
8.	Technical advice/support on official statistics	•Written Request to the Director General	At a cost subject to nature of advice/support requested for	As per signed agreement
9.	Registration of suppliers	•Duly filled application form, company profile, certificate of incorporation/registration, PIN certificate, valid tax compliance certificates/exemptions, original bank statements, copy of certificate of registration with relevant regulatory bodies, non-refundable fee payment receipts, copies of annual return form filed by company registry, national identity card/passport	Free	Within 14 working days
10.	Processing of tenders	•Submit bids for goods and services	Free	Within 90 days
11.	Notification of successful and unsuccessful bidders	•Access E-procurement portal for notification	Free	Within 1 working day
12.	Payment for goods and services received	•LPOs/Invoice, Certificate of Completion/goods received	Free	Within 30 days subject to submission of all required documents
13.	Disposal of obsolete and unserviceable items	•Submission of bids	Free	Within 60 days from the date of advertisement
14.	Public participation in policy making process	•Familiarization with issues and active participation	Free	1 working day
15.	Recruitment of staff	•Make formal application based on the advert	Free	Within 90 days
16.	Response and resolution of public complaints	•Raise a complaint by writing to the Director General or through complains@knbs.or.ke	Free	Acknowledgement within 1 working day and resolution within 14 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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


Director General
 Kenya National Bureau of Statistics
 Real Towers, Hospital Road, Upper Hill
 P.O. Box 30266-00100 GPO Nairobi.

 Telephone: +254-735-004-401, +254-202-911-000, +254-202-911-001
 Director General Office: directorgeneral@knbs.or.ke & info@knbs.or.ke
 To Report Complaint: complaints@knbs.or.ke
 To Report Corruption: integrity@knbs.or.ke


The Commission Secretary/Chief Executive Officer
 Commission on Administrative Justice West End Towers,
 2nd Floor Waiyaki Way, Nairobi
 P.O. Box 20414-00200 Nairobi

 Tel: +254 (0)20 2270000/2303000
 Email :info@ombudsman.go.ke, feedback@ombudsman.go.ke,
complain@ombudsman.go.ke

Huduma Bora ni Haki Yako
Statistics you can trust