



KNBS
KENYA NATIONAL
BUREAU OF STATISTICS
Keeping you informed

SERVICE DELIVERY CHARTER

*Takwimu za Kuaminika
Statistics you can trust*





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OUR MANDATE

The Kenya National Bureau of Statistics (KNBS) is a Government Agency established by the Statistics Act No. 4 of 2006 with the core mandate of collection, compilation, analysis, publication and dissemination of statistical information for public use. The Bureau is also the custodian of official statistical information and is responsible for coordinating, monitoring and supervising the National Statistical System (NSS).

VISION AND MISSION



Vision

Quality Statistics
for Better Lives



Mission

Provide, Manage and
Promote Quality Statistics
through Utilization of Best
Practices for Public Use



Our Commitment

We are committed to excellent service delivery by observing and upholding our core values and principles. As an organization, we will execute our mandate prudently and timely in adherence to commitments in this Charter



CORE VALUE AND PRINCIPLES

The Bureau is committed to upholding the 'PICCIT' core value and principles



P - Professionalism

We shall maintain high standards while discharging our duties by abiding to professional considerations on the methods standards and procedures in our work

I - Integrity

We shall uphold high standards of integrity in all our dealings

T - Teamwork

We shall uphold the team spirit in all our work and we shall endeavor to promote teamwork



C - Confidentiality

We shall treat all information provided by stakeholders with strict confidentiality and use it exclusively for statistical purposes

I - Innovation

We shall continuously embrace creativity and innovation for value-addition in our business processes

C - Customer Focus

We are committed to always placing the customer at the core of the Bureau business and ensuring high quality of service at all times



PURPOSE OF THE SERVICE DELIVERY CHARTER



1 To enhance customers' awareness of the products and services provided by the Bureau

3 To outline customers' expectations



2 To inform customers about timelines and standards for various products and services

4 To provide information on customer feedback



OUR PRINCIPLES IN SERVICE DELIVERY



We pledge to

Serve customers with dignity, courtesy and respect

Provide efficient and effective service at all times

Adhere to ethical and equitable service provision

Uphold transparency and accountability at all times

Espouse the principles of natural justice at all times

Take into consideration customers with special needs in provision of products and services

Maintain appropriate confidentiality
Discharge our duties professionally and passionately



OUR PRODUCTS AND SERVICES



RESPONSE TO PHONE CALLS

Requirements to obtain the service

- Phone call

(Landline or any other official line)



Within 15 seconds of ringing time

COST: FREE



RESPONSE TO ENQUIRY BY WALK-IN CUSTOMERS

Requirements to obtain the service

- Walk in and make enquiry



Within 10 minutes of arrival

COST: FREE



RESPONSE TO CORRESPONDENCE

Requirements to obtain the service

- Letters



Within 5 working days



- Email and Social Media (X, Facebook, LinkedIn, You tube)



Within 1 working day

COST: FREE



KNBS LIBRARY

Requirements to obtain the service

- Register with KNBS Library
- Access KNBS Library within opening hours subject to
- Adherence with rules and regulations



Weekdays (9.00 a.m.-4.30p.m), excluding public holidays

At a cost as per the KNBS publications catalogue accessed through www.knbs.or.ke



RESPONSE AND RESOLUTION OF PUBLIC COMPLAINTS

Requirements to obtain the service

- Raise a complaint by writing to the Director General or through complains@knbs.or.ke



Acknowledgement within 1 working day and resolution within 14 days

COST: FREE



REGISTRATION OF SUPPLIERS

Requirements to obtain the service

- 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



Within 14 working days

COST: FREE



PROCESSING OF TENDERS

Requirements to obtain the service

- Submit bids for goods and services



Within 90 days

COST: FREE



RECRUITMENT OF STAFF

Requirements to obtain the service

- Make formal application based on the advert



Within 90 days

COST: FREE



NOTIFICATION OF SUCCESSFUL AND UNSUCCESSFUL BIDDERS

Requirements to obtain the service

- Access E-procurement portal for notification



Within 1 working day

COST: FREE



PAYMENT FOR GOODS AND SERVICES RECEIVED

Requirements to obtain the service

- LPOs/Invoice, Certificate of Completion/goods received



Within 30 days subject to submission of all required documents

COST: FREE



PUBLIC PARTICIPATION IN POLICY MAKING PROCESS

Requirements to obtain the service

- Familiarization with issues and active participation



1 working day

COST: FREE



DISPOSAL OF OBSOLETE AND UNSERVICEABLE ITEMS

Requirements to obtain the service

- Submission of bids



Within 60 days from the date of advertisement

COST: FREE



TECHNICAL ADVICE/SUPPORT ON OFFICIAL STATISTICS

Requirements to obtain the service

- Written Request to the Director General



As per signed agreement

At a cost subject to nature of advice/support requested for



CARTOGRAPHIC MAPS

Requirements to obtain the products

- Written Request to the Director General



Within 7 working days upon payment

At a cost as per KNBS Cartographic Products Catalogue accessed through www.knbs.or.ke



DATA/ INFORMATION REQUEST

Requirements to obtain the service

- 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



Within 10 working days

COST: FREE

STATISTICAL PRODUCTS/PUBLICATIONS



**CONSUMER
PRICE INDICES
(CPI) REPORTS**



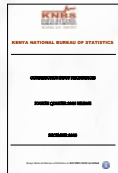
**LEADING
ECONOMIC
INDICATOR
REPORTS**



**PRODUCER
PRICE INDEX
(PPI)**



**QUARTERLY
BALANCE OF
PAYMENT (BOP)
REPORTS**



**CONSTRUCTION
INPUT PRICE
INDEX (CIPI)**



**QUARTERLY
GROSS
DOMESTIC
PRODUCT (GDP)**



**KENYA POPULATION
AND HOUSING
CENSUS REPORT**



**ECONOMIC
SURVEY
REPORT**



**STATISTICAL
ABSTRACT**



**KENYA FACTS AND
FIGURES REPORT**

Requirements to obtain the STATISTICAL products/ Publications

- Visit KNBS website, and download publication
- Visit KNBS Library

COST:

Soft copy versions - Free

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

CUSTOMERS' EXPECTATIONS

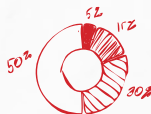


01

Utmost confidentiality in the treatment of all information provided to KNBS

Easy access to statistical information

02



03

Quality and timely services

Courteous and timely responses to requests, complaints and inquiries

04



05

Fairness and equity

No soliciting of gifts, money or her favors

06



EXPECTATIONS FROM CUSTOMERS

The KNBS expects its customers to:

- ▶ Adhere to KNBS policies, procedures and guidelines for effective service delivery
- ▶ Provide feedback on the products and services received
- ▶ Meet data/information requirements, so that the Bureau can provide the statistical products/services which best suits customer needs
- ▶ Allow KNBS to collect various statistical data. The Statistics Act makes it mandatory for all individuals and organizations to furnish KNBS with all required information

CUSTOMER FEEDBACK



The KNBS values feedback from customers and encourage them to provide constructive, suggestions, complaints and compliments. Complaints will be handled as per the complaints/grievances handling procedures



MONITORING AND REVIEWING OF THE SERVICE DELIVERY CHARTER

The KNBS shall monitor and evaluate the level of service delivery set out in this Charter and subject it to a review every 3 years to ensure it is responsive to the changing customer needs

FEEDBACK CHANNELS



HEAD QUARTERS

Director General
Kenya National Bureau of Statistics,
Real Towers, Hospital Road, Upper Hill

P.O. Box 30266–00100 GPO Nairobi
Telephone: +254-20-3317583, +254-20-2911000/1,
+254-20-3317612/22/23/51

Director General's Office: directorgeneral@knbs.or.ke
Enquiry Email: info@knbs.or.ke
Data request: datarequest@knbs.or.ke
Publications request: library@knbs.or.ke

Facebook:
[@Kenya National Bureau of Statistics](https://www.facebook.com/KenyaNationalBureauofStatistics)
X: [@KNBStats](https://twitter.com/KNBStats)
website: www.knbs.or.ke

COUNTY STATISTICAL OFFICES

- 001 Mombasa**
Uhuru na Kazi Building, 7th Floor,
along Mama Ngina Drive Road.
Email: mombasa@knbs.or.ke
- 002 Kwale**
County Director of Adult
Education Building,
Opposite Kwale Primary School
along Kombani-Kwale Road
Email: kwale@knbs.or.ke
- 003 Kilifi**
KNBS Building next to Kilifi Law
Courts and sharing compound
with Lands and Probation Offices
Email: kilifi@knbs.or.ke
- 004 Tana River**
National Drought Management
Authority Compound
Opposite Mapeenzi Estate
and behind Hola Sub County
Administration line
Email: tanariver@knbs.or.ke

KNBS SERVICE DELIVERY CHARTER

- 005 Lamu**
Behind Langoni Nursing Home
Email: lamu@knbs.or.ke
-
- 006 Taita Taveta**
Adjacent to Public Health Office
and Information office, Voi
Email: taitataveta@knbs.or.ke
-
- 007 Garissa**
County Commissioner's
Compound, Garissa
Email: garissa@knbs.or.ke
-
- 008 Wajir**
Wajir Plaza Building, next to
County Commissioner's Office
and Opposite Orahey ground
Wajir. Email: wajir@knbs.or.ke
-
- 009 Mandera**
County Commissioner's Office
Compound, Mandera
Email: mandera@knbs.or.ke
-
- 010 Marsabit**
Department of Trade Building
Next to Lands Office, Marsabit
Email: marsabit@knbs.or.ke
-
- 011 Isiolo**
County Commissioner's
compound, Isiolo
Email: isiolo@knbs.or.ke
-
- 012 Meru**
KNBS Building, Opposite
Museum and Meru Police
Station, Off Meru- Maua
highway, Meru
Email: meru@knbs.or.ke
-
- 013 Tharaka Nithi**
Planning Unit next to
Education Office and County
Commissioner's residence, Off
Embu-Meru Road
Email: tharakanithi@knbs.or.ke
-
- 014 Embu**
KNBS Building, Kaunda stage
opposite Post Office, along
Nairobi-Meru road
Email: embu@knbs.or.ke
-
- 015 Kitui**
County Commissioner's
compound, Kitui
Email: kitui@knbs.or.ke
-
- 016 Machakos**
KNBS Building. County
Commissioner's compound
opposite Lands Office
Off Kagundo Road, Machakos
Email: machakos@knbs.or.ke
-
- 017 Makueni**
County Commissioner's
Building, 2nd floor, Wote
Email: makueni@knbs.or.ke
-
- 018 Nyandarua**
Huduma Centre,
County Commissioner's
Compound, Ol'Kalou Township
Off Ol'Kalou Gilgil road, Ol'Kalou
Email: nyandarua@knbs.or.ke
-
- 019 Nyeri**
Regional Commissioner's
Compound, Block C, Room 103
Off Baden Powell Road, Nyeri
Email: nyeri@knbs.or.ke

020 Kirinyaga
County Commissioner's Office compound
Opposite Kerugoya Police station, Off Kutus-Kerugoya Karatina Road, Kerugoya
Email: knbs@knbs.or.ke

021 Murang'a
KNBS Building, County Commissioner's Compound Inside County National Treasury, Ground Floor Off Muranga-Kiri-ani, Murrain
Email: muranga@knbs.or.ke

022 Kiambu
Naivas Building, 5th Floor Room 513, Off Workshop Road, Thika
Email: kiambu@knbs.or.ke

023 Turkana
County Commissioner's Compound opposite Huduma Centre Lodwar Office
Email: turkana@knbs.or.ke

024 West Pokot
KNBS Building, behind County Public Service Board, next to Kapenguria Police Station Off Governor's Residence Road, Kapenguria
Email: westpokot@knbs.or.ke

025 Samburu
Livestock Production Building next to Maralal Law Court Off Maralal Baragoi Road Maralal
Email: samburu@knbs.or.ke

026 Trans Nzoia
County Commissioner's Building 3rd Floor East Wing near Nakumat Mega Building Off Mark Asembo Road Kitale
Email: transnzoia@knbs.or.ke

027 Uasin Gishu
County Commissioner's Building Ground Floor, Right Wing, Room G23, Off Oloo Street Eldoret
Email: uasingishu@knbs.or.ke

028 Elgeyo Marakwet
Mosop Plaza, 2nd floor, Room F2, on top of Transnational Bank next to TSC, Off Eldoret Kabarnet Road, Iten
Email: elgeyomarakwet@knbs.or.ke

029 Nandi
County Commissioner's Building, Room 358, 4th floor, Kapsabet Eldoret Road, Kapsabet
Email: nandi@knbs.or.ke

030 Baringo
County Commissioner's Building, 3rd Floor, Rooms 337/8, Off Nakuru-Kabarnet Road, Kabarnet
Email: baringo@knbs.or.ke

031 Laikipia
County Commissioner's Compound, Opposite Equity Bank, Off Nanyuki Isiolo Road, Nanyuki
Email: laikipia@knbs.or.ke

032 Nakuru
Regional Commissioner's Building, Ground Floor, Block A Room 7, along Club Road, Nakuru
Email: nakuru@knbs.or.ke

033 Narok
Social Services Building, Room 3B, County Commissioner's Compound, Off Narok-Ole-tips Road, Narok
Email: narok@knbs.or.ke

034 Kajiado
Sampu Villa, 3rd Floor, Next to Masai institute and Central Hotel, along KCB road, Kajiado
Email: kajiado@knbs.or.ke

035 Kericho
KNBS Building County Commissioner's compound opposite Labour Office Off Kericho-Kisumu Highway Kericho
Email: kericho@knbs.or.ke

036 Bomet
Imarisha Sacco Building 3rd Floor, Opposite Green Stadium, behind Kenya Commercial Bank near County Commissioner's Office, Bomet
Email: bomet@knbs.or.ke

037 Kakamega
Regional Commissioner's Building, Block B, Room 89 3rd Floor, behind Golf Hotel towards Kakamega Law Courts Kakamega
Email: kakamega@knbs.or.ke

038 Vihiga
District Information Documentation Centre (DIDC) Building, next to County Commissioner's Building, Mbale
Email: vihiga@knbs.or.ke

039 Bungoma
District Planning Unit Next to County Assembly along Posta Road Bungoma
Email: bungoma@knbs.or.ke

040 Busia
KNBS Building, County Commissioner's Compound next to Busia Law Courts
Email: busia@knbs.or.ke

041 Siaya
KNBS Building, County Commissioner's compound, Siaya
Email: siaya@knbs.or.ke

042 Kisumu
Kenya Re-insurance Plaza Building, 4th floor, Oginga Odinga street Kisumu
Email: kisumu@knbs.or.ke

043 Homa Bay
KNBS Building, County Commissioner's Compound Next to Kenya Wildlife Services and IEBC, Homa Bay
Email: homabay@knbs.or.ke

044 Migori
KNBS Building, Opposite
County Commissioner's
offices, along Migori
Kadika Road Migori
Email: migori@knbs.or.ke


046 Nyamira
Cooperative Bank, Sakera building
3rd Floor opposite Guardian
Hotel, Kisii Nyamira Road Nyamira
Email: nyamira@knbs.or.ke


**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:

045 Kisii
District Planning Unit/
IFAD Building, County
Commissioner's Compound
next to Barclays Bank, Kisii
Email: kisii@knbs.or.ke

047 Nairobi
Nyayo House, 16th Floor, Nairobi
Email: nairobi@knbs.or.ke

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

 Telephone: +254-20-3317583, +254-20-2911000/1, +254-20-3317612/22/23/51
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

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REPUBLIC OF KENYA



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Kenya National Bureau of Statistics
Real Towers, Hospital Road, Upper Hill

P.O. Box 30266–00100 GPO Nairobi

Telephone: +254-20-3317583,+254-20-2911000/1,
+254-20-3317612/22/23/51

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Enquiry Email: info@knbs.or.ke

Data request: datarequest@knbs.or.ke

Publications request: Library@knbs.or.ke

Facebook:

@Kenya National Bureau of Statistics

X: @KNBStats

www.knbs.or.ke

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