

THE JOMO KENYATTA FOUNDATION CUSTOMER SERVICE CHARTER

PURPOSE

To provide consistent professional services in book publishing and offer scholarships to bright but needy students in secondary schools across Kenya. The Foundation is committed to caring for and satisfying its customers and beneficiaries.

OUR COMMITMENT

Leadership

We shall be accountable for our actions and lead by example.

Care

We care for our customers.

Teamwork

We shall work together with initiative and enthusiasm.

Safety and health

We shall ensure a safe working environment where everybody's well-being is taken care of.

Honesty and integrity

We shall conduct our activities with honesty and integrity.

Community

We recognize our social and environmental responsibilities and therefore, shall conduct our activities with care and sensitivity to the communities around us.

Products and services

We shall provide quality publishing and scholarship products and services that meet and exceed our customer requirements.

• Publishing

In particular, we shall strive to make our Professional publishing services easily accessible to our authors so as to ensure that our publications meet the needs of our customers.

• Scholarships

We shall also offer the best scholarship disbursement services to the bright but needy in the Kenyan society.

Complaints

Where possible, complaints will be dealt with at the initial point of contact. Otherwise complaints that cannot be solved at the point of contact shall be resolved by the concerned persons within 14 working days.

CLIENT RIGHTS

Feedback

- All correspondence will be replied to within 7 working days.
- E-mails will be responded to within 12 hours.
- All telephone calls during official working hours will be answered by the third ring. Whoever picks the phone will identify himself/herself before proceeding with the conversation.

Quality products and services

Our clients are entitled to quality products and services at the most affordable convenience.

Complaint and commendation address

Customers are encouraged to raise both complaints and compliments related to products and service delivery and have a right to know the name of the officer serving them.

Confidentiality

Our clients will be treated with respect and their matters will be handled with utmost confidentiality.

This Charter is active and will be reviewed regularly in line with our business trends. It will also be evaluated annually for purposes of continual improvements. The results of the evaluation will be published in a form accessible to the stakeholders.

SERVICE AREAS

GENERAL				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	General written inquiries	Inquiry letter	Within 7 working days	Free of charge
2	Face-to-face/ Telephone inquiries	Visit/ call	Instant	Free of charge
3	Email inquiries	Email inquiry	Within 12 hours	Free of charge
4	Public complaints	Complaint	Within 14 days	Free of charge
PUBLISHING AND PRINTING				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	Publishing	Submission of typed manuscript for assessment	6 months	Free of charge
2	Editing documents	Customer's draft (soft copy)	Up to 50 pages per day	Ksh. 350 per page
3	Typesetting and page design of straight text	Customer's draft and brief	Up to 50 pages per day	Ksh. 250 per page
4	Typesetting and page design of scientific/mathematical text	Customer's draft and brief	Up to 30 pages per day	Ksh. 1,000 per page
5	Cover design	Customer's brief	3 working days	Ksh. 10,000
6	Logo design	Customer's brief	7 working days	Ksh. 20,000
7	Design of wedding and fundraising cards	Customer's draft and brief	3 working days	Ksh. 500
8	Design of certificates	Customer's draft and brief	3 working days	Ksh. 3,000
9	Design of business cards and complimentary slips	Customer's draft	3 working days	Ksh. 500 per item
10	Scanning (to be used in any of the design jobs)	Photos, Illustrations	Up to 20 scans per day	Ksh. 650 per illustration
11	Request for Quotation (Printing)	Customer's production specifications	3 working days	Free of charge
12	Printing	Approved artworks	7 working days	As per quotation
13	Translation Eng > Kis and vice versa	Customer's document	Depends on complexity of the document	Ksh. 3-10 per word
SALES AND DISTRIBUTION				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	Application for distributorship/ to be a customer	Reg. Certificate, VAT Compliance, PIN, Membership of KBSA	30 days	Free of charge
2	Application for credit facility	Letter of appointment as a customer Must have traded with JKF for 12 months Bank guarantee	30 days	Free of charge
3	Processing and servicing customer orders	Invoice/Delivery Note	1 day	Free of charge
4	Packaging customer order for dispatch	LPO	30 minutes	As per requirement
5	Delivering customer order	Payment Receipt	A maximum of 2 working days	As per agreement
HUMAN RESOURCE				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	Processing application for employment	Position advertised Application letter	30 days	Free
2	Processing attachment requests	Application letter	7 days	Free of charge
3	Processing internship requests	Application letter	30 days	Free of charge
PAYMENTS PROCESS				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	Payment of suppliers	Proof of supply/ Properly endorsed invoice	60 days	Free
2	Payment of royalties	Bank details, KRA PIN	90 days after financial year end	Free of charge
SCHOLARSHIPS PROCESS				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	Selection for scholarship beneficiaries	Application form 350 marks and above in KCPE Needy	25 days	Free of charge
2	Ground hire - individual events	Request	Instant	Ksh. 20,000(VAT Exclusive)
3	Ground hire - corporate events	Request	Instant	Ksh. 40,000 (VAT Exclusive)
PROCUREMENT				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	Processing of bids	Submitted and opened bids	42 days	Free
2	Receipt of goods	Supplied goods and Delivery Notes	Instant	Free
ACCESS TO INFORMATION				
	SERVICE	REQUIREMENTS	DURATION/ STANDARD	COST
1	Decision on formal requests for information	Completed Access to Information Request Form	Within 15 days	Free of charge
2	Transfer of formal requests for information	Transfer form	Within 5 days	Free of charge

We are committed to courtesy and excellence in service delivery. Any service/goods rendered that does not conform to the above standard or any officer who does not live up to the commitment/ courtesy and excellence in service delivery should be reported to the Managing Director or Commissioner for Administration of Justice(Ombudsman) using the addresses below:

THE JOMO KENYATTA FOUNDATION	HEAD OFFICE: 020 2330002/3, 020 3583925. Cell phone: 0723286993, 0723969793, 0735339135. KIJABE STREET BOOK DISTRIBUTION CENTRE: 020 8155454, 0721136413, 0735136413. E-mail: info@jkf.co.ke Website: www.jkf.co.ke
COMMISSION ON ADMINISTRATIVE JUSTICE	WEST END TOWERS, 2 ND FLOOR, WAIYAKI WAY, WESTLANDS • P.O.BOX 20414 – 00200 NAIROBI • TEL: 020 2270000 • Hotline: 00800221349 SMS: 15700 • Website: www.ombudsman.go.ke