



KENYA LEATHER DEVELOPMENT COUNCIL



SERVICE CHARTER

VISION

Dynamic Global Agency for Promotion of Excellence in Development of Leather Value Chain.

CLIENTS' SERVICE GUIDE

NO.	SERVICES	REQUIREMENTS	COST	TIMELINE
1.	Response to telephone inquiries	A telephone call from clients	Free	Within 3 rings
2.	Attending to visitors	Official visit to KLDC Offices	Free	Within 5 minutes
3.	Response to written correspondence (letters)	Correspondence received	Free	Not exceeding 5 days
4.	Response to emails	Receipt of email	Free	Immediate
5.	Provision of information on leather sector matters and implementation of the 'Big Four' Agenda and Strategic Plan Targets	Request for information	Free	Not exceeding 5 days
6.	Collaboration	Expression of Interest	Free	Continuous
7.	Promote KLDC and leather sector players through fairs, exhibitions and expos (local and international)	Expression of interest from MSMEs	To be decided upon on a case by case basis	Continuous
8.	Advertising of tenders/quotations Notification of award of tenders/quotations Upload of awardees to the Council website and other Government platforms	<ul style="list-style-type: none"> Required documents 	Free	Within 7 days Within 7 days Every 15 th day of the month
9.	Payment of goods/services procured	Invoice, copy of LPO/LSO, delivery note and report by acceptance committee	Free	Within 7 days
10.	Handling of Complaints	Lodging of complaints through channels available i.e.:- <ul style="list-style-type: none"> Email, Written Correspondence Complaints forms available at the customer care desk 	Free	Acknowledgement - Within 2 days Resolution - Within 10 days

Leather for wealth – Ngozi ni Mali

Dr. Issack M. Noor

Sec. / CEO - Kenya Leather Development Council