



**Kenya Leather Development Council**

# *Service Charter*

## Vision

Dynamic Global Agency for promotion of excellence in development of leather value chain.

## Mission

To provide leadership and policy direction in regulation, production, processing and marketing in leather industry so as to promote equitable development and poverty reduction.

## Quality Policy

The Kenya Leather Development Council (KLDC) is committed to drive the Government's agenda on the development of leather industry and consistently meet its customers' requirements and endeavour to exceed their expectations through:

- (i) Commitment to continued excellence in service delivery.
- (ii) Upholding professionalism, integrity and sensitivity to stakeholder interests.
- (iii) Continual improvement of Quality Management System.

## Core Values

- (i) Transparency and accountability.
- (ii) Professionalism
- (iii) Honesty and Integrity
- (iv) Team Work
- (v) Collaboration and Networking
- (vi) Commitment to Meritocracy and welfare of our staff and social Responsibility

## Service and Standards

We aim:

- (i) To promote the leather sector;
- (ii) To regulate the leather sector;
- (iii) To direct the leather sector;
- (iv) To coordinate the leather sector and
- (v) To harmonize all activities in the leather sector.

## Our Standards

- (i) Identification
  - a) Whenever a client contacts us, our officer handling the case will provide his/her name.
  - b) All our members of staff wear the corporate name badge.

## Our Service

### 1) Enquiries:

- (i) **When we receive a phone call:**
  - a. We aim to answer calls and enquiries within three (3) rings. If we cannot deal with the enquiry immediately, we will arrange to return the call at an agreed time.
- (ii) **When a client visits our offices:**
  - a. If a client pays a visit without an appointment, we shall try to see him/her within seven (7) minutes. If he/she has an appointment, we shall aim to see him/her within three minutes of the appointed time.
- (iii) **When a client writes to us**
  - a. When a client requests for information from us through a letter, fax or e-mail, we shall respond within three (3) working days from receipt of the communication.
  - b. Should we not be in a position to handle the enquiries, we shall notify the client on this within five (5) working days.
- (iv) **On Lodging Complaints:**
  - a. The Council is committed in acknowledging clients' complaints (lodged through available channels i.e E-mail, Compliant Forms and letter) within two (2) working days and will aim to respond to complaints within seven (7) working days.



## 2) Technical Support

- a. The Council can within three (3) working days, organize for Training and Capacity Building upon receiving request/proposal to train or capacity build on leather related areas depending on availability of resources and scope of training.
- b. The Council can within three (3) working days, initiate and undertake Research and Development on leather related area upon receiving request/proposal depending on availability of resources and scope.
- c. Depending on funds and expression of interest from MSMEs, the Council can undertake promotion of activities for leather sector through fairs, exhibitions and expos (local and international).

## 3) Payment for Services and Goods

- a. Payment for goods and services procured by the Council, will be made within three (3) working days upon submission of all required supporting documents (Invoice, copy of LPO/LSO, delivery note, report by acceptance committee) are sufficiently provided.

### **‘Commitment to Courtesy and Excellence in Service Delivery’**

Any service that does not conform to the standards herein or any officer who does not live up to the commitment of courtesy and excellence in Service delivery should be reported to:

- (i) **The Chief Executive Officer,**  
Kenya Leather Development Council,  
P. O. Box 14480 – 00800,  
NAIROBI.  
Tel: 0704 617705/0709386000  
E-mail: [info@leathercouncil.go.ke](mailto:info@leathercouncil.go.ke) (for enquiries) or  
[complaints@leathercouncil.go.ke](mailto:complaints@leathercouncil.go.ke) (for complaints)

In case the customer is unsatisfied by KLDC’s response they can seek redress from the ombudsman using the following contact;

- (ii) **The Commission Secretary/CEO,**  
The Commission on Administration of Justice ‘Office of the Ombudsman’,  
Second Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way-Westlands,  
P. O. Box 201414 – 00200,  
NAIROBI.  
Email: [Info@ombudsman.go.ke](mailto:Info@ombudsman.go.ke) (for enquiries) [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) (for complaints)

**OUR SERVICES ARE FREE**



# **Kenya Leather Development Council**

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Website: [www.leathercouncil.go.ke](http://www.leathercouncil.go.ke)  
Email: [info@leathercouncil.go.ke](mailto:info@leathercouncil.go.ke)

## **For complaints**

Email: [complaints@leathercouncil.go.ke](mailto:complaints@leathercouncil.go.ke)