



**KENYA LEATHER DEVELOPMENT COUNCIL  
CITIZEN SERVICE DELIVERY CHARTER**

**CLIENT SERVICE GUIDE**

Service	Requirement	Cost	Timeline
<b>Enquiries</b> Response to telephone inquiries Attending to visitors  Response to written correspondence (letters)  Response to queries through digital platforms	Telephone calls from clients Official visit to KLDC offices.  Correspondence received Enquiries made through digital platforms <i>(Twitter, Facebook and Email)</i>	Free Free  Free  Free	Within 3 rings Within 3 minutes  Not exceeding 3 days  Immediate
<b>Technical Support</b> Promote KLDC and leather sector through fairs, exhibitions and expos (local and international)  Training / Capacity building on leather related issues Research and development	Funds and expression of interest from MSMEs  Letter of request or proposal	To be decided upon on a case-by-case basis.  Depends on required resources and scope.	As and when available  3 working days upon receipt of application
<b>Information Service</b> Payment of goods/services procured  Advertising of tenders/quotations  Notification of awards of tenders/quotations  Upload of awareness to the Council website and other Government platforms	Invoice, copy of LPO/LSO, delivery note, report by acceptance committee.  Required documents	Free  Free  Free  Free	Within 3 days (once all requirements are met).  Within 5 days  Within 5 days  Every 15th day of the month
<b>Complaints</b> Handling of Complaints	Lodging of complaints through available channels (i.e E-mail, Compliant Forms and letter)	Free	Acknowledgement within 2 days  Resolution within 7 working days

**In the event you feel KLDC has not efficiently addressed your grievances, you may also**

**contact The Commission on Administrative Justice (Office of the Ombudsman)**  
 Head Office 2<sup>nd</sup> floor, West End Towers, P.O Box 20414 – 00200, Nairobi / Telephone  
 +254 20 227000/230000/2603765 Email address: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke):  
 (General Inquiries) [complaints@ombudsman.go.ke](mailto:complaints@ombudsman.go.ke) (Complaints)

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