

KENYA LEATHER DEVELOPMENT COUNCIL

KARIOKOR COMMON MANUFACTURING FACILITY (KCMF)

CITIZEN SERVICE DELIVERY CHARTER

Vision

Leading manufacturing hub for high quality leather footwear and leather goods.

Mission

To provide modern technology and equipment for production of standardized products that are competitive locally, regionally and internationally.

Quality Policy

Kariokor Common Manufacturing Facility (KCMF) is committed to drive the Government's agenda on the development of leather industry and consistently meet its customers' requirements and endeavor to exceed their expectations through:

- Commitment to continued excellence in service delivery;
- Upholding professionalism, integrity and sensitivity to stakeholder interests; and
- Continual improvement of quality management system.

Core Values

- Transparency and accountability.
- Professionalism
- Honesty and Integrity
- Team Work
- Collaboration and Networking
- Commitment to Meritocracy and welfare of our staff and social responsibility



REPUBLIC OF KENYA

Citizen's Service Delivery Charter



Quality leather, Better Earnings

Service Category	Service/Good	Requirements to obtain service/goods	Cost of service/good	Timeline
Common Services	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds.
	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 minute
	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook, LinkedIn, and Instagram)	Free	1 working day
	Response to public complaints and grievances	Make a complaint	Free	1 working day
	Resolution of complaints	Make a verbal or written complaint	Free	14 working day
Technical Support	Production services offered: • Product design • Pattern grading • Products production • Specific services (skiving, cutting/clicking, splitting, stitching, roughing & waxing, lasting and product finishing)	Avail the required production materials as per the Centre's recommendation.	As per the Centre's service charge chart.	• Small leather items will be developed within three (3) working days after acceptance of the order (subject to volumes); • Current production capacity is six (6) bags and twenty (20) pairs of shoes daily (subject to complexity of the designs); and • Specific services will be done within one (1) working day after acceptance of the order (subject to volumes)

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 commit to courtesy and excellence service delivery should be reported to both of the following:

Manager, Common Manufacturing Facilities (CMFs)

Kariokor Common Manufacturing Facility (KCMF)

P.O. Box 14480 - 00800 Nairobi.

Tel: +254113 131 771/+254 709 386 000

E- mail: info@leathercouncil.go.ke

The Chief Executive Officer,

Kenya Leather Development Council,

P. O. Box 14480 – 00800, Nairobi.

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Website: www.leathercouncil.go.ke

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HUDUMA BORA NI HAKI YAKO