

KENYA LEATHER DEVELOPMENT COUNCIL

CITIZEN SERVICE DELIVERY 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 the leather industry so as to promote equitable development and poverty reduction.

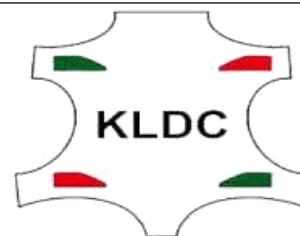
Core Values

Transparency and Accountability, Professionalism, Honesty and Integrity, Teamwork, Collaboration and Networking, Commitment to Meritocracy and Welfare of our Staff & Social Responsibility.



REPUBLIC OF KENYA

Citizen's Service Delivery Charter



Quality leather, Better Earnings; Ngozi Bora, Mapato Bora

Service Category	Customer Services	Support	Customer Requirement(s)	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
	Registration of Suppliers		Duly filled application form Company profile Certificate of Incorporation/Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement Copy of Certificate of Registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filled by company registry National ID/Passport	Free	14 working day

	Processing of tenders	Submit bids for goods and services	Free	90 days
	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
	Payment for goods and services received	LPO/Invoice Certificate of Completion/ Goods/Services Received	Free	60 days from the date of receipt of the invoice
	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
	Recruitment of staff	Make formal application based on the advert	Free	90 days
	Processing of request for information	Make a formal request for information	Free	21 days
Technical Support	Promote KLDC and leather sector through fairs, exhibitions and expos (local and international).	Expression of interest from MSMEs.	To be decided upon on a case-by-case basis.	As and when available.
	Leather sector infrastructural support (CMFs and Leather parks).	Expression of interest from stakeholders.	Depends on required resources.	As and when available.
	Training / Capacity building on leather related issues.	Letter of request or proposal.	Depends on required resources.	Within 2 working days upon receipt of application.
	Research and development.	Letter of request or proposal.	Depends on required resources and scope.	Within 3 working days upon receipt of application.

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:

The Chief Executive Officer,
Kenya Leather Development Council,
P. O. Box 14480 – 00800, Nairobi.
Tel: +254 704 617705, +254 709 386000
Website: www.leathercouncil.go.ke
Email: info@leathercouncil.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice 2nd floor,
West End Towers,
P.O Box 20414 – 00200, Nairobi.
Telephone +254 (0) 20 2270000/2303000
Email address: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO