

REPUBLIC OF KENYA



SERVICE CHARTER

FOR THE

MINISTRY OF INFORMATION AND COMMUNICATIONS

JUNE 2007

INTRODUCTION

The Ministry of Information and Communications Service Charter has been formulated with an objective of defining who we are, our stakeholders, our customers and also our services and standards.

The charter aims at improvement of service delivery by providing information about our Ministry. We have also developed benchmarks for the delivery of services so that our customers are aware of what to expect once they come for our services. Once services are provided, the customer will be able to judge whether we have met the standards as stipulated in the service charter and we would appreciate to receive the feedback.

In case our services are below the set standards, a feedback and redress mechanism has been put in place so that we continuously improve our services to meet the customers' demands.

WHO WE ARE

We are the Ministry responsible for facilitating the development of the Information Communication Technology (ICT) sector in Kenya.

SPECIFIC OBJECTIVES

- Formulation of Policy for the Development of ICT Infrastructure.
- Promote Equity in the Provision of ICT in the country.
- Facilitate development of skilled Human Resource for the ICT Sector.
- Encourage the development of ICT capacity in the country.
- Formulation of Policy for the Implementation of Universal Service Access Fund.
- Dissemination of information to the public.
- Promote and project the positive image of the Government.
- Promote film production in the country.
- Mainstreaming HIV/AIDS, health and safety activities in the core functions of the Ministry.

ORGANIZATIONAL STRUCTURE

The Ministry is headed by the Minister for Information and Communications who is in charge of Policy formulation and enactment into law. There are two Assistant Ministers one who handles Communication issues and the other handles information issues. The Permanent Secretary manages the day to day running of the affairs of the Ministry and is the Authorized Officer for the Ministry. The functional units of the Ministry are as follows:

- Headquarters Administrative Services
- Department of Information
- Department of Film Services

- Kenya Institute of Mass Communication

In addition the Ministry oversees several state corporations and Semi-Autonomous Government Agencies[SAGAS]

MANDATE

The mandate of the Ministry is as derived from the Presidential Circular No. 1/2007 of January 2007 which include Information Policy, Communication Policy, Film Development Policy, Dissemination of Public Information, Development of National Communications Capacity, Development of the Film Industry, Public Relation Services, Kenya Broadcasting Corporation [KBC], Kenya Institute of Mass Communication [KIMC], Kenya Film Classification Board [KFCB], Kenya Film Commission, Communications Commission of Kenya [C.C.K], Postal Corporation of Kenya [PCK], , National Communications Secretariat [NCS], Communications Appeal Tribunal, , Telkom Kenya Limited[TKL] , Kenya College of Communications Technology [KCCT] and Gilgil Telecommunications Industries [GTI].

VISION

Kenya becomes a world class centre of excellence in ICT.

MISSION

To facilitate ICT development in Kenya.

CORE FUNCTIONS

- Formulation of National ICT Policy
- Implementation of ICT policies
- Facilitate Development of ICT in Kenya
- Encourage a conducive work environment , health and Safety
- Encourage the development of ICT capacity in the country
- Develop capacity in mass media
- Enhance Public Access to Information
- Formulation and implementation of film policy

CORE VALUES

- Integrity
- Customer focus
- Service Excellence
- Creativity and Innovativeness
- Professionalism
- Teamwork
- Social Responsibility
- Uphold Human Rights

CUSTOMERS /STAKEHOLDERS

- Staff of the Ministry/Parastatals and SAGAS
- Government ministries and Departments
- Financial institutions
- Development partners
- Foreign Missions
- The Public
- Non-Governmental Organizations / Community Based Organizations
- Media and other related Business Associations

RANGE OF SERVICES

- Provision of policy and regulatory framework for effective management of the ICT Sector.
- Issuance of radio and television Broadcast Permits free of charge
- Licensing all local and foreign crews undertaking filming in the country and provision of liaison services, production of Newsreels, Documentaries, Features and TV Inserts.
- Classification of all films in the country and issuance of a certificate of approval
- Training mass media professionals/ practioners and production of print and electronic materials
- Providing News and Information for Print Media, Public Address Equipment, Accreditation of foreign and local journalists, Media Research, Public Relations Services, Screening of Mobile Cinema shows across the country.
- Spearheading the development of ICT sector

COMMITMENT TO SERVICE DELIVERY

- The Ministry is committed to serve you with integrity, honesty, fairness, efficiency and excellence.
- The Ministry shall educate the public on the services it renders.
- Attend to customers promptly

CUSTOMERS RESPONSIBILITIES

- Know our services
- Be conversant with Government rules and procedures
- Avail complete and precise information to enable us act accordingly
- Treat staff with respect and courtesy.
- Provide feedback on our services
- Identify areas of weakness in our service delivery
- Suggest ways of improving our services
- Participate in our programmes

- Do not offer inducement by way of gift or favour to staff or solicit the same in return for services

STANDARDS

- Vouchers and imprest will be processed in 3 (three) days.
- Payment for services to be done in 7 [seven] working days.
- The pick up time for calls at the switch board will be 30 seconds, but in any case not exceeding three rings
- Approval/rejection of documents e.g. imprest, voucher, Local Purchase Order [LPO], Service Purchase Order [LSO]- maximum one day
- All correspondence will be acknowledged within 7(seven) days
- Process LPO/LSO within 2 days
- Applications for press accreditation to be processed within 1 day on receipt
- Queries/ complaints to be dealt with within 5 days.
- Release examination results within a day after receiving them from examining bodies
- Publication of the list of recruited students within 5 days after selection
- Issue licenses within 1 day after receipt of application
- Approve and stamp cinema posters within 1day
- Carry out video inspections on monthly basis
- Register filming agents within 1 day.
- Process feature license application- within 2(two) days,
- Process documentary license application- maximum 30 minutes
- Documentary production for ministries and Parastatals- within 3 [three] months
- Process request for hire of Filming equipment within 1 [one] day

REDRESS MECHANISM

Customers are encouraged to make complaints, suggestions, and compliments to the Permanent Secretary by post, in person, telephone, E-mail or fax.

We guarantee confidentiality and privacy in respect of complainant identity and substance of complaints to safeguard the rights of clients. However, we encourage complainants to identify themselves given the practical difficulties of handling anonymous grievances.

Response to Complaints

We will acknowledge receipt within 7[seven] days and handle genuine complaints within [15] days.

FEEDBACK

The Ministry will welcome your comments and recommendations on the services provided.

The feedback should be addressed to the Permanent Secretary, Ministry of Information and Communications.

REVIEW OF THE CHARTER

In light of the changing circumstances we will, in consultation with our customers/ stakeholders, subject this Service Charter to constant review with a view to improving our services.

PERMANENT ADDRESS:

Permanent Secretary
Ministry of Information and Communications
Telposta Towers
Koinage Street
P.O. Box 30025- 00100
NAIROBI, KENYA

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