



# **KENYA LITERATURE BUREAU**

## **SERVICE CHARTER**

### **VISION**

**TO BE THE PREFERRED PUBLISHER OF QUALITY READING MATERIALS**

### **MISSION**

**TO PUBLISH QUALITY EDUCATIONAL AND KNOWLEDGE MATERIALS AT AFFORDABLE PRICES, PROMOTE LOCAL AUTHORSHIP AND PROVIDE SHAREHOLDER VALUE**

## **PREAMBLE**

The Kenya Literature Bureau is a body corporate established under the Kenya Literature Bureau Act Chapter 209 of 1980 to:-

- (a) To carry on the business of publishing, printing and distributing literary, educational, cultural and scientific books, periodicals, journals, magazines and works of every description;
- (b) To acquire copyrights in and rights and licences over literary and other works of every description.
- (c) To promote the production of low cost adult literacy, educational, cultural and scientific literature and materials and make them available for distribution throughout Kenya;
- (d) To promote, encourage and assist Kenyan authors, through financial incentives or otherwise, to publish scholarly works;
- (e) To make available for general readership, through translation from foreign to local languages, works of interest and value to the public;
- (f) To organize competitions in respect of literary contributions suitable for publication by the Bureau and grant prizes or rewards on such terms as it may deem fit;
- (g) To co-operate with such other bodies as are engaged in publishing, printing and distribution of books, periodicals and magazines.

## **COMMITMENTS**

1. The Bureau commits to effectively and efficiently serve you with courtesy, integrity and fairness.
  - (a) Attend to all your telephone calls within one (1) minute.
  - (b) Attend to all visitors within ten (10) minutes.
  - (c) Respond to your written correspondence within fourteen (14) days upon receipt.
  - (d) Treat your concern with confidentiality and adhere to the ethos of confidentiality.

2. The Bureau believes in effective and timely communication and will keep all channels of communication open to you. Regular feedback from you on products and services rendered will be highly appreciated.

## **YOUR RIGHTS**

### **1. Commitments on Service Delivery**

- (i) You will be served in a corruption free environment.
- (ii) No discrimination on account of religion, race, colour, status, sex or creed.

In the event of experiencing any difficulty in obtaining services in a Section/Department, please ask to see the Head of that Section/Department.

### **2. To promote, encourage and assist Kenyan authors to publish scholarly works.**

Upon receipt of a manuscript the Bureau will:-

- (i) Acknowledge receipt of the manuscript within 14 days from the date of receipt.
- (ii) Assess the manuscript and send a report to the author within 90 days.
- (iii) Execute a royalty agreement.
- (iv) Process the manuscript within 3 to 6 months depending on the complexity.
- (v) Pay royalties to the authors twice a year at the rate of 20% of the net price of the book.

### **3. Printing of educational materials, periodicals, journals, magazines and works of every description.**

Upon receipt of the printing order the Bureau will:-

- (i) Estimate the cost of printing the work and give a quotations within 48 hours.
- (ii) Upon receipt of commitment to pay the printing costs, the Bureau will acknowledge receipt of the work by signing the order.
- (iii) Print the work within 14 days.
- (iv) Deliver the books or have them collected by the customer.

#### 4. **Selling of Educational Materials**

Upon receipt of an order of books the Bureau will:-

- (i) Process the orders and dispatch the books within the following time limits:-
  - Call-in customer orders - one (1) hours
  - Nairobi customer orders - twelve (12) hours
  - Up-country orders - twenty four (24) hours
- (ii) Ensure that customers are served in a friendly manner.
- (iii) Invoice the orders correctly and maintain accurate customer accounts.
- (iv) Send statements to the customers at the end of every month.
- (v) Raise credit notes within seven (7) days after the occurrence of an order procession error or receipt of a complaint.

#### **Handling Complaints**

##### **How to lodge complaints**

Customers and service providers are encouraged to make genuine complaints, suggestions and compliments to the Chief Executive Officer through physical address, in person, post, telephone, fax or e-mail.

We therefore commit ourselves to the following complaint handling process:-

- Operate a customer relations officer
- Maintain a register of complaints
- Maintain a complaint suggestion box.

We guarantee confidentiality and privacy in respect of complainants identity and substance of complaint 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 and handle genuine complaints within 30 days.

## **YOUR OBLIGATIONS**

- (i) You are expected to be conversant with the provisions of the Kenya Literature Bureau Act 1980 and the Implementing Regulations/Rules.
- (ii) Payments must be made in either cash or cheques and an official receipt obtained.
- (iii) Return of goods sold will only be honoured if made within 14 days from the date of purchase. Such returns will be accompanied by a reasonable and justifiable complain.
- (iv) You are expected to keep the Bureau updated on changes with regard to your contacts including but not limited to telephone, postal and or physical address, and any other information that you may deem necessary for the Bureau to know.

## **COMMUNICATION**

The Bureau believes that effective communication can:-

- (i) Be used to positively manage change and to ensure the prompt delivery of services. In this regard, the Bureau undertakes to communicate with you as provided for in this charter.
- (ii) The Bureau will appreciate regular feedback from you on the services rendered.

## **Amendment to the Charter**

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

**THIS CHARTER IS AN EFFORT TO SERVE OUR CUSTOMERS BETTER AND DOES NOT PURPORT TO REPLACE THE KENYA LITERATURE BUREAU ACT CHAPTER 209, THE IMPLEMENTING REGULATIONS/RULES AND OTHER RELEVANT LAWS.**

**OUR CONTACT:**

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