



## CITIZEN SERVICE DELIVERY 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

NO	SERVICES OFFERED	REQUIREMENTS	CHARGES	TIMELINESS
1	Publishing of Educational Materials	Manuscript	As per Royalty Agreement	i) Acknowledge receipt of manuscript within 14 days from the date of the receipt. ii) Assess the manuscript and send a report to the author within 90 days. iii) Process the manuscript within 3-6 months depending on the complexity. iv) Pay royalties to the authors twice a year at the rate of 20% of the net price of the book.
2	Printing of educational materials, periodicals, journals, magazines and works of every description	Printing order Signed Work order	Signed Works order	i) Give a quotation within 48 hours of receipt of the printing order ii) Print the work within 14 days after signing the works order
3	Selling of Educational Materials	Order	As per price list	i) Process orders and dispatch of books as follows: Call -in - customers' orders - one (1) hour. Nairobi Customer orders - twelve (12) hours Up country orders - twenty four (24) hours. ii) Send Statements to the customers at the end of every month. iii) Raise Credit notes within (21) days after the occurrence of an order procession error or receipt of a complaint.
4	Payments to Suppliers	Duly signed invoices and supporting documents as per terms of contract	Free	As per terms of contract.
5	Response to written correspondence	Written correspondence	Free	Within fourteen(14) days upon receipt.
6	Attending to Visitors		Free	Within ten (10) minutes upon arrival.
7	Attending to telephone calls		Free	Within one minute (1) of ringing.

Any service that does not conform to the above standards or if any officer does not live up to commitment to courtesy, integrity, fairness and excellence in service delivery should be reported to:

Complaints Desk, Kenya Literature Bureau  
 Belle-Vue Area, Kapiti road, Off Mombasa Road  
 P.O. Box 30022, 00100 GPO  
 NAIROBI

Tel: 254-020-6005595/6008305/6 020-3541196/7; Fax: 254-020-6005600, 6001474

Email: info@klb.co.ke; Website: www.klb.co.ke

Hot line Email: complaints@klb.co.ke