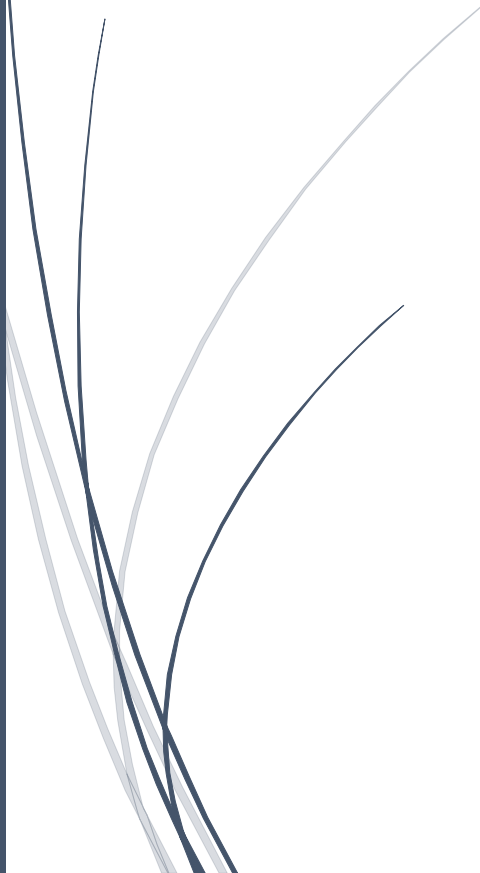




KLRC'S Corporate Communications Department Customer Service Delivery Charter



PREAMBLE

This is a declaration of our commitment to providing quality services. It outlines the services rendered, requirements to obtain the services, costs, and timelines within which the Department of Corporate Communications provides services.

OUR VISION

A Vibrant Corporate Communication service

OUR MISSION

To facilitate proactive Corporate Communications for efficient service delivery

OUR CORE VALUES

Customer-focused;

Professionalism;

Integrity;

Innovation;

Networking;

Accountability;

Consultative;

People focused;

Results-oriented;

Equity and Equality;

Transparency;

Respect;

CORPORATE COMMUNICATIONS SERVICES

Service No	Service rendered	Requirements to obtain service	Costs	Timelines
1.	Customer Service and Protocol <ul style="list-style-type: none"> • <i>Receiving incoming calls</i> • <i>Call booking</i> • <i>Reporting faulty extensions</i> 	Nil	Nil	The first 3 rings
		Request from Internal Customers	Nil	10 minutes
		Information from Internal Customers	Nil	Continuous
2.	Media Relations <i>Press releases, media invites, advertising, press briefing, media monitoring, etc.</i>	Information from Departments	Nil	Continuous
3.	Publishing (Design & Editorial) <i>Publication of IEC materials, KLRC's newsletter and annual reports, and news supplements.</i>	Input from other Departments	Nil	Continuous
4.	Corporate Image and Branding <i>Designing and producing documentaries and infomercials, branded collateral, CSR, branding, visibility, etc.</i>	Input/ Information from other Departments	Nil	Continuous
5.	Stakeholder management and engagement <i>Stakeholder mapping, collection of feedback, courtesy calls, discussion fora, etc.</i>	Nil	Nil	Continuous
6.	Event management <i>Distribution of IEC material, Production of branded collaterals, Media coverage of KLRC events, and Protocol management</i>	Input /Information from other Departments	Nil	Continuous
7.	Social Media Management <i>Feedback collection and reporting, Data analytics reporting</i>	Information / Input from other Departments	Nil	Continuous

OUR LOCATION

The main reception is on the 3rd Floor. We have offices located on the 2nd floor (Room 208), 3rd floor (Room 316), and 8th floor (Room 802) of the Kenya Law Reform Commission on Reinsurance Plaza - Taifa Road.

WORKING HOURS (except public holidays)

Monday to Friday - 8:00 am - 1:00 pm Monday to Friday - 2:00 pm - 5:00 pm

COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to the commitments to courtesy and excellence in service delivery should be reported to:

Commission Secretary/Chief Executive Officer

Kenya Law Reform Commission

Reinsurance Plaza, 2nd Floor, 4 Taifa Road

P.O. Box 34999-00100 NAIROBI

Telephone Number :(+254) 20 2241201

HUDUMA BORA NI HAKI YAKO