



YOUR NATIONAL BROADCASTER

CITIZENS' SERVICE DELIVERY CHARTER

SERVICE /GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/ GOOD	TIMELINES
Customer care	<ul style="list-style-type: none"> • Personal visits • Correspondence (letter, email, phone or social media) 	Nil	Continuous
Resolution of complaints	<ul style="list-style-type: none"> • Personal visits • Correspondence (letter, email, phone or social media) 	Nil	Continuous
Access to information	<ul style="list-style-type: none"> • Correspondence (letter or email) 	General information & research (Nil) Audio & video (rates)	3 days
Institutional/delegation visits	<ul style="list-style-type: none"> • Correspondence (letter or email) 	Nil	3 days
Quality news, programmes & live broadcast	<ul style="list-style-type: none"> • TV & radio sets or online facility 	Nil	Continuous
Online services	<ul style="list-style-type: none"> • Internet access 	Nil	Continuous
Production of commercial content	<ul style="list-style-type: none"> • Approved Contract order • Concept • Brief • Script • Voice over • Producer 	As per the KBC rate card	As per the contract
Broadcast of commercial content	<ul style="list-style-type: none"> • Approved Contract order • Content 	As per the KBC rate card	As per the contract
Outside Broadcasting and events promotion	<ul style="list-style-type: none"> • Approved Contract order 	As per the KBC rate card	As per the contract
Quality signal	<ul style="list-style-type: none"> • Radio and TV sets 	Nil	Continuous
Internship Programme	<ul style="list-style-type: none"> • Application letter • Updated CV and copies of certificates • Copy of ID card/Passport • Copy of certificate of good conduct 	Nil	A month
Industrial Attachment	<ul style="list-style-type: none"> • Completed application form • Copy of ID card / Passport • Introductory letter/Recommendation letter from learning institution 		
Employment	<ul style="list-style-type: none"> • Application letter • Updated CV • Copy of ID card / Passport • Copies of certificates 	Nil	Continuous
Tender	<ul style="list-style-type: none"> • Bid documents as per requirement 	Kshs. 1.000 (except for women, youth and persons with disabilities)	14 days
Quotations	<ul style="list-style-type: none"> • As per specifications in the quotation document 	Nil	7 days
Payment to suppliers	<ul style="list-style-type: none"> • Original Local Purchase Order/contract • Invoice • Delivery note 	Nil	45 days online
Matangazo/Announcements	<ul style="list-style-type: none"> • Write up 	Payment as per rate card	As per clients' specifications

Contact us

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