



KENYA SHIPYARDS LIMITED

Catalyzing Shipbuilding Industry

CITIZEN SERVICE DELIVERY CHARTER

VISION

To be the leading catalyst of development of Shipbuilding Industry in Eastern Africa.

MISSION

To establish and develop the growth of Shipbuilding Industry through provision of World Class Construction, Refits, Maintenance and Repairs, and other Maritime Services in a Sustainable and Efficient manner

CORE VALUES

Integrity, Professionalism, Team Spirit, Excellence

No.	Service	Requirement to obtain the service	Cost of service	Timeline
1.	Response to verbal enquiries	<ul style="list-style-type: none"> Clarity and Courtesy 	Free	Within five (5) minutes on arrival
	Response to telephone calls (landline & any other official lines)	<ul style="list-style-type: none"> Telephone call 	Free	Within three (3) rings
	Response to written correspondence on routine issues	<ul style="list-style-type: none"> Formal request (Email, letters, social media) 	Free	Acknowledgement within 1 day Detailed response within 5 days
	Response to written correspondence on technical issues	<ul style="list-style-type: none"> Formal request 	Free	Acknowledgement within 1 day Detailed response within 14 days
2.	Receiving of visitors	<ul style="list-style-type: none"> Appointment Valid Identification document 	Free	Within ten (10) minutes
3.	Resolution of complaint(s) and feedback	<ul style="list-style-type: none"> Specific and accurate details 	Free	Acknowledgement within 2 days Action taken within 7 days
4.	Registration of suppliers	<ul style="list-style-type: none"> Duly filled application form, Company profile, Certificate of Incorporation /Registration PIN Certificate, Valid Tax Compliance Certificate/ Exemptions, Original Bank Statement, Copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, Copies of annual in return forms filed by company registry, National ID/Passport 	Free	Free Within 14 working days
5.	Processing of tenders	<ul style="list-style-type: none"> Submit bids for goods and services 	Free	Free Within 90 days
6.	Notification of successful and unsuccessful bidders	<ul style="list-style-type: none"> Access website for notification 	Free	Within 1 working day
7.	Award of tenders for supply of goods and services	<ul style="list-style-type: none"> Contract, purchase order/service order 	Free	As specified in the tender documents
8.	Payment for goods/services rendered	<ul style="list-style-type: none"> Original invoice Signed delivery note Signed purchase/service order Valid TCC Any other document that may be required 	Free	Within thirty (30) days after delivery of goods/rendering services Or As per contract agreement where applicable
9.	Demand driven service	<ul style="list-style-type: none"> Written request to MD 	Subject to contract agreement	Respond to request within 72 hours. Delivery as per contract agreement
10.	Recruitment	<ul style="list-style-type: none"> Make formal application based on the advert 	Free	Within 90 days

COMMITMENT ON STANDARDS ON OUR SERVICES

KSL is committed to render world class maritime assets and services to our clients in fulfillment of our mandate

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

The Managing Director
Kenya Shipyards Limited
P.O Box 9706 – 00200
Nairobi, Kenya
Email: info@kenyashipyards.co.ke
Tel 0769 995 132

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
2nd Floor, West End Towers Waiyaki Way Nairobi
P.O Box 20414 – 00200
Nairobi, Kenya
Email: complain@ombudsman.go.ke
Tel +254 020 2270000/230300