



Film Kenya...Capture Africa!

SERVICE DELIVERY CHARTER

VISION

To Position Kenya as a preferred hub for Film and TV Production by 2019

MISSION

To develop a vibrant local Film & TV industry, and market Kenya as a Preferred filming destination for sustainable wealth and job creation .

OUR CORE VALUES

Integrity, Professionalism, Customer Orientation, Creativity and innovation, Corporate Social Responsibility, Patriotism

The Kenya Film Commission and its Staff are committed to providing high quality Services to all our Stakeholders with courtesy, professionalism and within the shortest time possible.

COMMITMENTS ON SERVICE DELIVERY

TO THE FILM INDUSTRY

NO.	SERVICE RENDERED	TIMELINE
1.	Offering Advisory services	Continuous
2.	Marketing and Promoting film industry development	Continuous
3.	Facilitate investment in the development of film industry infrastructure	Continuous
4.	Provision of content development, funding and investment for film projects	Continuous

TO THE GOVERNMENT

NO.	SERVICE RENDERED	TIMELINE
1.	Fulfillment of our mandate	Continuous
2.	Compliance to statutory regulation	Continuous
3.	Submission of Performance contract reports to the relevant government authorities	Quarterly
4.	Submission of annual financial statements	30 th September
5.	Respond to government correspondence	3 days

TO THE GENERAL PUBLIC

NO.	SERVICE RENDERED	TIMELINE
1.	Responding to inquiries through: Walk In Telephone Email Letters	Immediate 3 rings 1 day 2 days
2.	Treatment of the general public shall be equal at all cost	Continuous
3.	Undertake corporate social responsibility	Annually

TO THE SUPPLIER

NO.	SERVICE RENDERED	TIMELINE
1.	Ensuring compliance with the public procurement and Disposal act 2005 regulation 2006.	Continuous
2.	Prompt payment for goods and services	As per terms of the contract
3.	Fairness	Continuous

TO THE EMPLOYEES

NO.	SERVICE RENDERED	TIMELINE
1.	Provision of conducive work environment and resources	Continuous
2.	Enhance skills through regular training	Continuous
3.	Conducting staff appraisal	Bi-annual
4.	Communicating Policy Changes	Immediate
5.	Provide feedback to employee complaints	Immediate

“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 commitment to courtesy and excellence in Service Delivery should be reported to:

(a) The Principal Secretary,
Ministry of Sports, Culture and the Arts,
Kencom House Building, 2nd Floor
P.O. Box 49849 – 00100, Nairobi
Tel: +254 20 222 8269
Email: psoffice@minspoca.go.ke
Web: www.minspoca.go.ke

The Chief Executive Officer,
Kenya Film Commission
Jumuia Place II, Lenana Road, Kilimani
P.O. Box 76417 – 00508 Nairobi
Tel: +254 20 271 4073/4
Email: info@filmingkenya.com
complaints@filmingkenya.com
Web: www.kenyafilmcommission.com

(b) The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice,
West End Towers, 2nd Floor Westlands
P.O. Box 20414-00200 Nairobi
Tel: +254 20 2270000
Email: certificationpc@ombudsman.go.ke
Web: www.ombudsman.go.ke

HUDUMA BORA SI BAHATI YAKO HUDUMA BORA NI HAKI YAKO