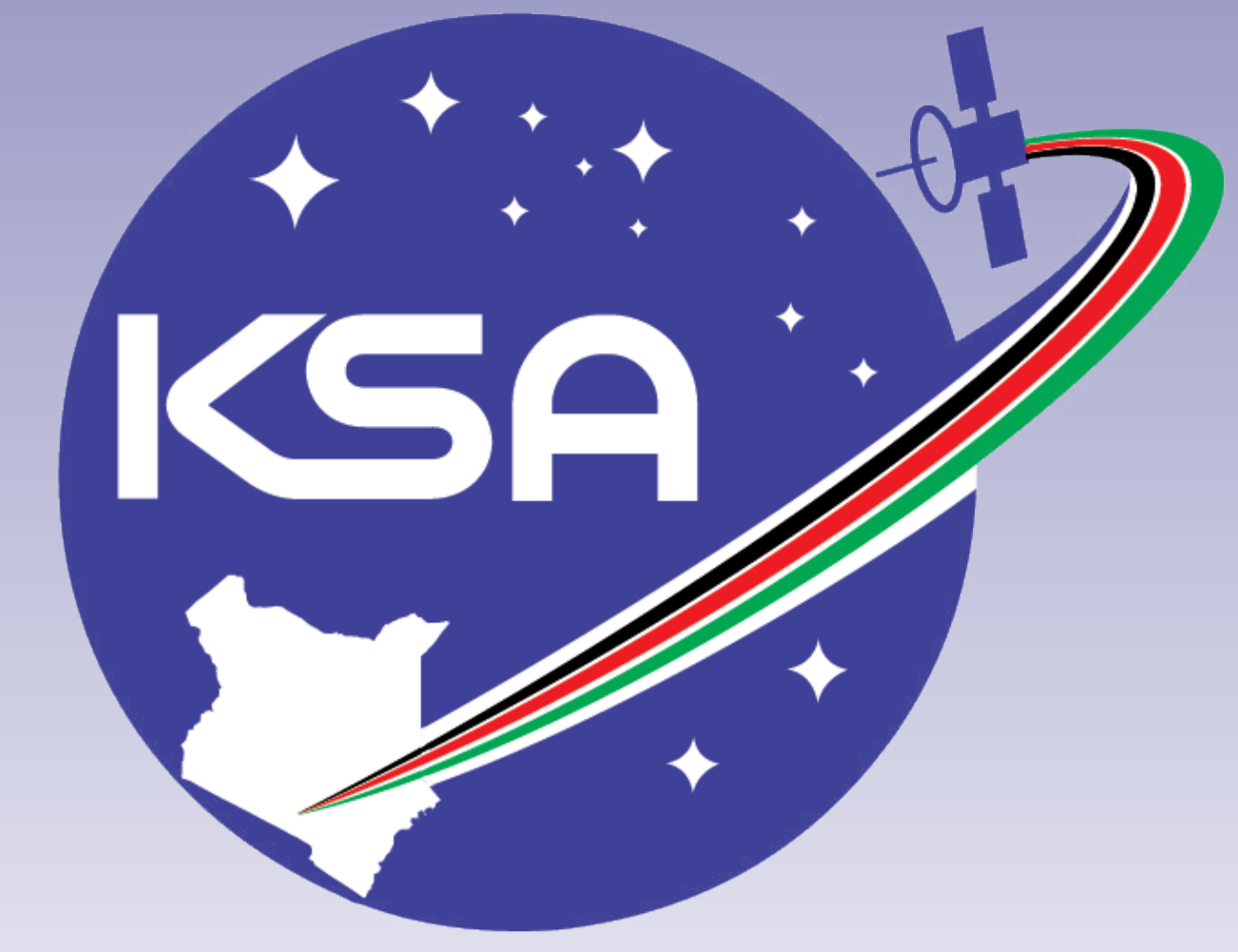




REPUBLIC OF KENYA



**KENYA SPACE AGENCY**  
*Possibilities beyond our skies*

## CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST OF SERVICE (KSH)	TIMELINE
1.	Advisory on Space treaties, policy, legal and regulatory frameworks	Request for information through the contact form available on the Agency website and physical visit to the offices  Registration to receive updates (optional)  Visit Agency website for regular updates on Policy, legal and regulatory frameworks	Free	Continuous
2.	Advisory on Space systems and infrastructure	Request for information through the Agency website and physical visit to the office offices.  Registration to receive updates (optional)  Visit Agency website and social media platforms for regular updates	Free	Continuous
3.	Provision of Space Services that support data and satellite imagery.	Request for information through the Agency website and physical visit to the office offices.	Charged on a per case basis  Low-resolution satellite images (Above 10 meters).  High-resolution satellite images (Below 10 meters).	Within 3 working days upon request  Within 20 days upon request
4.	Space Education and Awareness	Request for information through the Agency website and physical visit to the office offices.  Visit Agency website and social media platforms for regular updates	Free	Continuous
5.	Provision of Industrial attachment/ Internship	Visit Agency website for internship/attachment opportunities	Free	Acknowledge receipt of application letter within 14 working days  Informing successful/ unsuccessful applicants within 15 days after the end of every quarter
6.	Information Provision and customer relations	Request for information through phone call.  Request for information through email, postal mail, website and social media  Visit Agency's offices	Free	Answer calls within 3 rings and relay feedback immediately  Respond to email and social media within 24 hrs if information requested does not require further consultation  Respond to postal mail within 7 working days upon receipt of the letter  Update of website is continuous  Continuous
7.	Handling of complaints and feedback	Raise complaints through <a href="mailto:complaints@ksa.go.ke">complaints@ksa.go.ke</a>	Free	Acknowledge receipt within two working days Resolve clients' complaint within 14 working days
8.	Registration of suppliers.	Compliance with the Public Procurement and Asset Disposal Act 2015 and Regulations 2020	Free	Within 14 working days
9.	Payment for goods and services received/rendered	Invoice, LPO/LSO, Certificate of completion / goods received and delivery note	Free	Within 14 days upon submission of all requisite documents

### 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, courtesy and excellence in Service Delivery should be reported to:

Director General/ Chief Executive Officer  
Kenya Space Agency  
Pitman House 4th Floor  
Jakaya Kikwete Road  
P.O. Box 7046-00200  
Nairobi  
TEL: +254-709298200  
Email: [ceo.office@ksa.go.ke](mailto:ceo.office@ksa.go.ke)

The Commission Secretary/Chief Executive Officer  
Commission on Administrative Justice  
West End Towers, Waiyaki Way  
P.O. Box 20414-00200  
Nairobi  
Tel: +254-20-2270000/2303000  
Email: [feedback@ombudsman.go.ke](mailto:feedback@ombudsman.go.ke)

## EXCELLENT SERVICE IS YOUR RIGHT



[www.ksa.go.ke](http://www.ksa.go.ke)