



KENYA SPACE AGENCY
Possibilities beyond our skies

CITIZENS' SERVICE DELIVERY CHARTER

VISION

To be a premier Space Agency in promotion of access and effective utilization of the Space Economy for National sustainable development.

MISSION

To coordinate, nurture and develop Kenya's Space sector to maximize the utilization of Space opportunities

CORE VALUES

Excellence, Professionalism, Integrity and Commitment.

SERVICE	REQUIREMENTS	USER CHARGES (KSHS)	TIME LINE
Customer care	Arrival of visitors Care/security officer Phones Writing material	Nil	Within ten (10) minutes for visitors with appointment Twenty (20) minutes for visitors without appointment
Access to Information (Except for circumstances exempted under Section 24 of The Constitution and Section 6 of the Access to Information Act, 2016)	Written application in English or Kiswahili	Free	Within 5 days to transfer the application to another public entity if the information requested is held by that public entity Within 7 days to respond to applicant confirming receipt of application and/or transfer to another public entity Within 21 days to process application and communicate CMA's decision on the application to the requester
Handling Complaints	Specific details and disclosure of identity	Free	Within 7 Days
Communication on Issues and Approvals Applications	Submission of complete application in compliance with Communication Authority Act and relevant Regulations	Nil	Prompt attention; Response to Outstanding issues to be communicated within fourteen (14) days
Response to communication (Letters, and emails)	Receipt of communication	Nil	Within five (5) working days for letters Within three (3) working days for Emails
Processing of tenders including preparation of evaluation report	Timely feedback	Nil	Bid opening within same day as closing date Evaluation committee meeting to be convened within five (5) days after close of bidding Evaluation committee report to be ready within three (3) days after end of evaluation period Review of evaluation and preparation of Agenda for KSA to be done within two (2) days after receipt of evaluation reports
Payment for goods and services	Invoice, LPO/LSO, and delivery documents	Free	30 Days upon submission of all requisite documents
Maintain and continuously update the list of registered suppliers, contractors and consultants according to procurement needs	Tender Application	Free	Within 45 days after tender opening and following evaluation to confirm eligibility and capability
Provide up-to-date information on the KSA website	Receipt of new information	Nil	Within one day for website

Excellent and quality service is not a privilege, it is your right
“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:

The Director General, Kenya Space Agency
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Email: ceo.office@ksa.go.ke