



KENYA SPACE AGENCY

Posibilities Beyond the 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

COREVALUES

Excellence, Professionalism, Integrity and Commitment.

SERVICE	REQUIREMENTS	USER CHARGES (KSHS)	TIME LINE
Maintain and continuously update the list of registered suppliers, contractors and consultants according to the procurement needs	Tender Application	Free	Within 45 days after tender opening and following evaluation to confirm eligibility and capability
Payment for goods and services	Invoice, LPO/LSO, and delivery documents	Free	30 Days
Refund for Fees and Levies	Refund claim	Free	30 Days
Handling Complaints	Specific details and disclosure of identity	Free	7 Days
Communication on License Applications	Submission of complete application in compliance with Capital Markets Act and relevant Regulations	NIL	14 working days to receive communication on outstanding issues after lodging an application
Communication on Issues and Approvals Applications	Submission of complete application in compliance with Capital Markets Act and relevant Regulations	NIL	14 working days to receive communication on outstanding issues after lodging an application

<p>Access to Information (Except for circumstances exempted under Section 24 of The Constitution and Section 6 of the Access to Information Act, 2016)</p>	<p>Written application in English or Kiswahili</p>	<p>Free</p>	<p>Within 5 days to transfer the application to another public entity if the information requested is held by that public entity</p> <p>Within 7 days to respond to applicant confirming receipt of application and/or transfer to another public entity</p> <p>Within 21 days to process application and communicate CMA's decision on the application to the requester</p>
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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 Chief Executive, Kenya Space Agency
P.O. Box 7046-00200, Nairobi
Pitman House 4th Floor,
Jakaya Kikwete Road,
TEL: +254-709298200
Email: ceo.office@ksa.go.ke