



**INTERNAL SERVICE CHARTER**

**COMMUNICATIONS AUTHORITY OF KENYA**

## **1.0 FOREWORD**

I am pleased to introduce our revised Internal Service Charter.

We recognize that our customers have the right to expect a fair, efficient and polite service which meets their needs. The Internal Service Charter (ISC) outlines the service standards that internal customers should expect as they work together towards serving the external customer. The ISC is intended to ensure that the External Service Charter promise is fully realized.

This Charter has been put in place as a means of improving the Authority's service delivery to its clients and in order to improve its compliance with the commitments made in among others: the External Customer Service Charter, Strategic Plan, ISO requirements, the various policies and the Law. It sets out the standards of service that have been adopted by us in the interests of providing a high standard of internal customer service.

These commitments will be measured and built into our training programs and other customer service improvement systems.

Ensuring that we maintain quality customer service should be one of the highest priorities of every staff member. It is what the public demands, expects and deserves. We are also compelled by the Constitution of Kenya, 2010 to provide quality public service.

I expect you will take an active part in supporting this Internal Service delivery tool.

**Francis W. Wangusi, MBS**  
**Director-General**

## **2.0 DOCUMENT STRUCTURE**

This Charter contains the general key targets that directly affect service delivery. These general targets are apply to all divisions/units. The timelines specified in this area are based on the commitments stipulated in the Law and regulations, the external service charter, ISO procedures as well, among others.

## **3.0 SERVICE LEVEL AGREEMENTS**

Departments will enter into Service Level Agreements (SLAs) with each other. The Service Level Agreements will contain service delivery targets that pertain to specific departments/divisions. These will detail expectations, targets and timelines for serving each other as “internal customers”

## **4.0 WORKPLACE CULTURE**

We will always endeavor to use a consultative approach in decision making within the departments of the Authority.

We will always endeavor to be guided by our core values: integrity, transparency, diligence, result focus, accountability and teamwork as stipulated in the strategic plan.

We will always endeavor to respect workplace diversity in terms of gender, race, ethnicity, religion and disability.

We will acknowledge the contribution, inputs and views of the people who work with us.

We will always endeavor to take into account other processes and procedures such as ISO as we perform our everyday activities.

The Authority shall provide necessary support and resources to enable operationalization of this Charter.

## 5.0 SERVICE STANDARDS FOR COMMON SERVICES

Process/Task	Action Required	Timelines (Within)/ Standard	Justification
Internal request for information - from the date of receipt	Response through Internal Memo	3 days	To facilitate prompt response
Delivery of correspondence to relevant departments/divisions	Forwarding of misrouted correspondence to relevant departments/divisions	1 day	To facilitate action on issues raised
Delivery of incoming external mail to departments/divisions	Delivery of incoming external mail	1 day	facilitate action on issues raised
Staff identification	Wearing of identification badges	Compulsory	For ease of identification
	Identification by name/department/division/unit/CA on telephone	Compulsory	For ease of reference/follow-up of issues
Organization and participation in meetings	Sending of notification & circulation of meeting Agenda before date of meeting	2 days (For scheduled meetings)	To facilitate timely preparation
	Sending of apologies before the appointed time	1 day	To facilitate quorum checks and logistics
	Drafting and circulation of minutes after meeting	2 days	To improve on reporting accuracy
	Dissemination of Management Committee decisions after the minutes have been confirmed	1 day	To facilitate quick action on decisions made

Follow-up of status of correspondence marked from the DG's Office to departments	Departments to provide updated status in response to DG's remarks	5 days	To support the attainment of related commitment in the Service Charter
Uploading onto the CA Website	Uploading of content onto the CA website.	2 Working Days	Critical with respect to access to information by stakeholders
IT Help Desk Ticket	Attend to all IT Helpdesk tickets as requested from all departments	1 Day	Critical to service delivery
Requisition	Submission of requisition in the procurement plan by departments (complete with specifications)	2 Months before the time the goods/services are required	Critical to service delivery
Contract preparation	Review of draft contract by departments upon receipt	2 days	Critical to service delivery
Audit Process	Submission of Management comments on the draft report	7 days	Critical to service delivery
Internal Publications	Publish CA Weekly, CA Bulletin	Weekly Quarterly	Critical to service delivery
Processing of Payments	Processing of incomplete suppliers' invoices	2 days	Critical to meeting the external service charter commitment to pay suppliers within 30 days
Licence Renewal notices/invoices	Annual bulk generation of renewal notices/invoices	30 days From 1 <sup>st</sup> of June	Critical to ensuring that the Authority's cash flow is sound for smooth operation

	Single generation of Renewal notices/Invoices	3 days	Critical to ensuring that the Authority's cash flow is sound for smooth operation
	Quarterly PC reports	By 10 <sup>th</sup> after end of every quarter	Critical to achieving Performance Contractual obligation
Internal Payments	Processing and Payment of subsistence allowance and claims	5 days upon receipt	Critical to enabling staff to perform tasks assigned at specific time outside the Authority