



Republic of Kenya

**THE STATE CORPORATIONS
ADVISORY COMMITTEE (SCAC)**

**CUSTOMER SERVICE
CHARTER**



Our Customer Service Charter

This service charter represents our commitment to deliver high quality services to our customers at all times.

The charter defines who we are, our mandate, functions and the expected service standards.

The State Corporations Advisory Committee is established under S.26 of the State Corporations Act Cap.446. It is a department of the Cabinet Office mandated to advice government on all matters pertaining to the general administration of the State Corporations Sector. The strategic focus of SCAC is embodied under S.27 of the Act which defines the core functions of the Committee.

In implementing this charter, the department commits to ensuring that our customers are at the centre of everything we do.

We believe that our customers have a right to consultation, information and an opportunity to express their views in relation to the services we offer. Thus the charter provides a mechanism for evaluation and also a means of applying customer service performance measures.

In our commitment towards better service delivery we intend to meet the needs of our customers by providing an enabling environment to enhance our customers' experiences.

Objectives of the Service Charter

The main objective of this Customer Service Charter is to provide our customers with information on the services we provide; enable our customers to check their expectations against what is offered, convey the department's policies and services standards.

Mandate

To advice Government on all matters pertaining to the General Administration of State Corporations.

Vision

To be the preferred strategic adviser for the development of a state corporations sector that contributes meaningfully to the development of the country in a sustainable and cost effective manner.

Mission

To Provide leadership in development and implementation of systems and procedures for ensuring efficient management of State Corporations.

Core Values

1. Transparency
2. Accountability
3. Integrity
4. Professionalism
5. Innovativeness
6. Customer Focus

Core Functions

These are set out in Section 27 of the State Corporations Act Cap.446 and include to:

- Review and investigate the affairs of State Corporations and make such recommendations to the President as it may deem fit.
- In consultation with the Attorney General and the Treasury, Advise the President on the establishment, re-organization or dissolution of State Corporations.
- Where necessary, advice on the appointment, removal or transfer of officers and staff of State Corporations, the secondment of public officers to the state corporations and the terms and conditions of any appointment, removal, transfer or secondment.
- Examine any management or consultancy agreement made or proposed to be made by a State Corporation with any other party or person and advise thereon.
- Examine proposals by State Corporations to acquire interests in any business or to enter into joint ventures with other bodies or persons or to undertake new business or otherwise expand the scope of the activities and advise thereon.

Service Standards

The State Corporations Advisory Committee is focused on meeting and exceeding customer needs.

We will always endeavor to:

- Acknowledge your letters and correspondences within 7 days upon receipt.
- Respond to your enquiries within 30 days
- Conduct regular visits to state corporations to discuss pertinent issues

If you contact us by telephone or e-mail we will:

- Answer your call promptly
- Tailor our language, tone, style and format to match our audience.
- Listen, correctly interpret messages and respond appropriately.
- Give you our name and our area of work when we answer your call.
- Be courteous and helpful at all times.
- Answer enquiries in full where possible and if we cannot do so immediately, we will take your details and will call you back.

Obligations to our Customers

1. Promptly identify customer' needs and match them with appropriate solutions.
2. Ensure prompt and quality service handled in a professional manner.
3. Provide timely and up-to-date service and/or information
4. Treat information provided as confidential.
5. Maintain an open door policy to all in need of our services.
6. Simplify business processes to enhance customer experience.
7. Encourage two-way communication to all levels.
8. Keep customers informed of progress or set backs in service delivery.

Redress Mechanism

- Customer complaints are welcome and will be resolved quickly.
- A complaint should be made in the first instance to the Head of Department.
- We also operate a customer care desk and maintain a corruption reporting/suggestion

Contact Details, Feedback and Essential Information

a) Written Correspondence

If you send a letter, fax or e-mail, we will endeavor to:

- Ensure you receive full reply within 7 working days; if we cannot provide a full reply within this period, we will write to you explaining why and let you know when you can expect a full reply.
- Include a contact name, reference number (where appropriate) and other contact details (telephone, fax, e-mail) when replying.

b) Visitors to the Office

If you visit us in person, we will:

- Respect your privacy and be fair in our dealings with you.
- Meet you at the agreed time if you have an appointment.
- Endeavour to keep our offices clean and tidy.
- Treat you with courtesy, confidentiality and fairness.

c) Help us to help you

You can help us give you high Quality service by:

- Stating your request as clearly and as concisely as you can.
- Ensuring that you send us copies of your supporting documents when submitting your request.
- Quoting any relevant reference number in all communications with us.
- Treating our staff courteously as you would wish to be treated yourself.
- Making comments or suggestions about the service you receive.

d) Feedback

We welcome your comments and suggestions on this Charter regarding how we can improve our services to you in the future.

For comments or suggestions please write to:

The Secretary
State Corporations Advisory Committee
Cabinet Office, KICC 9th floor
P.O Box 42145-00100 Nairobi
Tel:34511/344143

Contact: Secretary (SCAC) Tel 317019
Administrator (SCAC) :343575
Customer Desk Care Tel:2227411 Ext.22365

For more information log on **www.scac.go.ke**

Office working hours:
Monday-Friday 8.00 am – 5.00 pm

