

KENYA INSTITUTE FOR THE BLIND REVISED CITIZEN SERVICE DELIVERY CHARTER

VISION: Quality Education for Inclusion and Self-reliance for Persons with Visual Impairment

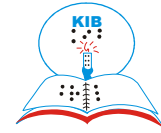
MISSION: To Produce and Provide specialized materials and services to enable persons with visual impairment access quality education and participate fully in society.



KENYA INSTITUTE FOR THE BLIND

S/NO	SERVICES /GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1	Enquiries/ correspondence <ul style="list-style-type: none"> ◆ Written ◆ Telephone ◆ Electronic ◆ Walk in-face to face 	N/A N/A Email N/A	NIL NIL NIL NIL	5 Days Within 1hour. 1 day Within 15 minutes
2	Responding to customer complaints and disputes	Write /fill the a complaint form attaching supporting document where applicabl	Nil	10 days
		Acknowledge complaint	Nil	2 Days
		Resolved and communicate feedback on customer complaint	Nil	14 Days
3	a) Educational rehabilitation	Submit formal application	Kenyan and East Africa Learners Ksh30,000 Other Foreigners \$900	9 months
	b) Occupational Rehabilitation	Submit formal application	Kenyan and East Africa Citizens Ksh50,000 Other Foreigners \$1,500	9 months
	c) Transcribers to support learners with visual impairment	Submit formal application	Kenyan and East Africa Learners Ksh60,000 Kenyan and East Africa Other Foreigners \$1,800	6 months
	d) Adapted ICT	Submit formal application	Kenyan and East Africa Learners Kshs 20,000 Other Foreigners \$600 NB: All fee charges is only for tuition does not include accommodation and meals and other needs	3 months

Quality Services for Self Reliance



S/NO	SERVICES /GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
4	Library services	<ul style="list-style-type: none"> ✓ Fill in a membership form ✓ Attach a copy of Identity Card/Passport ✓ For a minor attach parent/guardian ID/passport 	Ksh. 200 per year	30minutes
5	Maintenance of Braille equipment.	Avail broken equipment	Payment as determined by the technician	2-7 Days
6	Provision of Braille papers.	Formal request	Ksh. 750 per ream	15minutes
7	Brailon	Formal request	Ksh10,000 (500sheets)	15minutes
8	Computer braille /tractor feed paper	Formal request	Kshs8,500(1,000sheet s)	15minutes
9	<p>Production of Braille curriculum books and any other material for schools.</p> <p>No of copies</p> <p>1-50</p> <p>51-100</p> <p>101-200</p> <p>201-300</p> <p>301-400</p> <p>401 and above</p>	<p>Place an order and bring a print/soft copy</p> <p>Place an order and bring a print copy and /or soft copy</p>	<p>Ksh</p> <p>1450</p> <p>1400</p> <p>1350</p> <p>1300</p> <p>1200</p> <p>1150</p>	<p>2 weeks to 3 months per title</p> <p>2 weeks to 3 months per title</p>
10	E-content	Place an order and bring a print /soft copy	Client to share the cost production	2 days –2 weeks
11	<p>Digital books/audio (master copy)</p> <p>No of pages</p> <p>1-100 :</p> <p>101-200</p> <p>201-300</p> <p>301-400:</p> <p>401 and above:</p>		<p>Kshs</p> <p>5,000</p> <p>7,000</p> <p>8,000</p> <p>10,000</p> <p>12,000</p>	2 days – 2weeks
12	Brailing of business cards	Place an order and bring ready printed cards	Kshs 50 per card	1 day-1 week
13	Printing and brailing of business cards	Place an order and provide specifications	Kshs 65 per card	1 day-2 weeks
14	Tactile graphics			
	<ul style="list-style-type: none"> • Master copy 	Place an order and bring	Ksh 250 per graphic	1-2 days



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		a print copy		
	<ul style="list-style-type: none"> Thermoforming 	Place an order and bring a hard copy of the tactile graphic	Kshs 70 per graphic	1-2days
	<ul style="list-style-type: none"> Digital tactile graphics (PIAF) 	Place an order and bring a hard/soft copy of the graphic	Kshs 500 per graphic	1 day
15	Braille of loose print pages	Bring soft/hard copy of the material to be brailled	Ksh. 60 per Braille page	1 Day
16	Binding of books and other materials. <ul style="list-style-type: none"> Spiral binding Wire stitching Thread stitching 	Bring the material to be bound	Ksh. 200 per volume Kshs 200 per volume Kshs250 per volume	1 day to 5 days
17	Transcription of service charter Range of production <ol style="list-style-type: none"> 10-49 copies 50 – 100 copies 101 – 200 copies 201 - 300 copies 301-400 copies 401 and above copies 	Place an order and bring a print /soft copy	Ksh 1000 per copy Ksh 750 per copy Ksh 700 per copy Ksh650 per copy Ksh600 per copy Ksh550 per copy	1- 14 days
18	Audio production Print in CD/DVD /flash disk (Master Copy) For corporate customer 1-100 pages 101 – 200 pages 201 – 300 pages 301 – 400 pages 401-500 pages	Place an order and bring a soft / print copy	Ksh 4,000 Ksh 5,000 Ksh 6,000 Ksh 7,000 Ksh 8,000	1- 14 days



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19	<p><i>For individual customers</i></p> <p>Copies of CD/DVD for distribution/tapes</p> <p>1 - 20</p> <p>21 - 40</p> <p>41 - 60</p> <p>61 - 100</p> <p>101 - 200</p> <p>201 and above</p>	Place an order and bring a master copy	<p>Negotiable</p> <p>Per CD/DVD</p> <p>Ksh. 500</p> <p>Ksh. 450</p> <p>Ksh. 350</p> <p>Ksh. 300</p> <p>Ksh. 250</p> <p>Ksh. 200</p>	1- 14 days
20	Assistive devices/technology for visually impairment	Place an order	Determined by market value	1 day – 14 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered 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:

ANNE MWANTHI
 Telephone 020 6004399 / 6005712 / 6005668 /0717504908
 Email: kblind@keib.or.ke
 P.O. BOX 31082-00600, NAIROBI.

The Commission Secretary/Chief Executive Officer,
 Commission on Administrative Justice, 2nd Floor, West
 End Towers, Waiyaki Way, Nairobi.
 P.O. Box 20414-00200 Nairobi
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 Email : complain@ombudsman.go.ke