



CITIZENS' SERVICE DELIVERY CHARTER



VISION

An Informed and Empowered Consumer

MISSION

To create a conducive and facilitative environment to spur industry growth through efficient and effective regulation of film content

CORE VALUES

• Professionalism

• Innovation

• Integrity

S/ No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT (S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (Landline/any other official line)	▪ Phone Call	Free	15 seconds
2.	Response to inquiries by Walk-in clients	▪ Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	▪ Written correspondence (letters)	Free	5 working days
		▪ Email and social media (X, Facebook, Instagram, etc.)	Free	1 working day
4.	Response to public complaints and grievances	▪ Make a complaint	Free	1 working day
5.	Resolution of complaints	▪ Make a verbal or written complaint	Free	14 working days
6.	Registration of Suppliers	▪ Duly filled application form; ▪ Company profile; ▪ Certificate of Incorporation/Registration; ▪ PIN Certificate; ▪ Valid Tax Compliance Certificate/Exemptions; ▪ Original Bank Statement; ▪ Copy of Certificate of Registration with relevant Regulatory bodies; ▪ Non-refundable fee payment receipt; ▪ Copies of annual return forms filed by the company registry; ▪ National ID/Passport.	Free	14 working days
7.	Processing of tenders	▪ Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	▪ Access the e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	▪ LPO/Invoice/Certificate of completion; and Records of services received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	▪ Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in the policy-making process	▪ Familiarization with issues and participation	Free	1 day
12.	Recruitment of staff	▪ Make a formal application based on the advert	Free	90 days
13.	Processing of requests for information	▪ Make a request for information	Free	21 days

Kenya Film Classification Board

Uchumi House, 15th Floor

P.O. Box 44226-00100 Nairobi, Kenya

Tel no: 020 2250 600/020 2241 804/020 2251 258

Cell no: +254 711 222 204/+254 777 753 355

Email: info@kfcg.go.ke

Website: www.kfcg.go.ke



Commission on Administrative Justice/Office of the Ombudsman

Head Office, West End Towers, 2nd Floor, Opposite Aga Khan High School – Westlands

P.O. Box 20414 – 00200, Nairobi, Kenya

Tel: +254-20-2270000 /2303000 / 2603765 / 2409574/0777 125818/ 0800221349 (Toll free)

Email : info@ombudsman.go.ke/complain@ombudsman.go.ke



@InfoKfcg



Kenya Film Classification Board



kfcgkenya



Kenya Film Classification Board



kfcgkenya





MKATABA WA HUDUMA KWA UMMA



MAONO

DHAMIRA

Mteja mwenye uelewa na kuwezesha.

Kuunda mazingira yanayofaa na wezeshi ili kukuza ukuaji wa tasnia kupitia udhibiti bora na mzuri wa yaliyomo kwenye filamu.

MAADILI YA MSINGI

• Utaalamu

• Ubunifu

• Uadilifu

NBR	HUDUMA ZA USAIDIZI KWA WATEJA	YANAYOITAJIKA KWA MTEJA	MALIPO	MUDA
1.	Kujibu simu (simu ya offi au laini yoyote ya rasmi)	▪ Simu	Bila Malipo	Sekunde kumi na tano
2.	Kujibu Maswali ya Wateja Wanaotembelea	▪ Tembelea na Ufanye Uchunguzi	Bila Malipo	Dakika moja
3.	Kujibu Mawasiliano	▪ Mawasiliano ya Kuandikwa (Barua)	Bila Malipo	Siku tano za kazi
		▪ Barua Pepe na Mitandao ya Kijamii (X, Facebook, Instagram, n.k.)	Bila Malipo	Siku moja ya kazi
4.	Kujibu Malalamiko na Manung'uniko ya Umma	▪ Make a complaint	Bila Malipo	Siku moja ya kazi
5.	Usuluhishi wa Malalamiko	▪ Make a verbal or written complaint	Bila Malipo	Siku kumi na nne za kazi
6.	Usajili wa Wauzaji	▪ Fomu ya maombi iliyojazwa ipasavyo; ▪ Wasifu wa kampuni; ▪ Cheti cha usajili wa kampuni; ▪ Cheti cha PIN (KRA); ▪ Cheti halali cha kufuata kodi/ Msamaha; ▪ Taarifa asili ya benki; ▪ Nakala ya cheti cha usajili na mamlaka zinazohusika; ▪ Risiti ya malipo ya ada isiyorejeshewa; ▪ Nakala za fomu za ripoti za kila mwaka zilizowasilishwa na usajili wa kampuni; na ▪ Kitambulisho/Pasipoti..	Bila Malipo	Siku kumi na nne za kazi
7.	Uchukuzi wa Zabuni/Tenders	▪ Wasilisha zabuni za bidhaa na huduma	Bila Malipo	Siku tisini
8.	Taarifa kwa Wazabuni Waliofaulu na Waliokosa	▪ Ingia kwenye lango la e-procurement kwa taarifa	Bila Malipo	Siku moja ya kazi
9.	Malipo ya Bidhaa na Huduma Zilizopokelewa	▪ LPO/Fomu ya Malipo/Cheti Rekodi za Huduma Zilizopokelewa	Bila Malipo	Siku sitini tangu tarehe ya kupokea ankara
10.	Utoaji wa Bidhaa Zilizopitwa na Wakati	▪ Kuwasilisha Zabuni	Bila Malipo	Siku sitini tangu tarehe ya tangazo
11.	Ushiriki wa Umma katika Mchakato wa Kutunga Sera	▪ Kujifahamisha na Masuala na Kushiriki	Bila Malipo	Siku moja
12.	Kuajiri Wafanyakazi	▪ Fanya Maombi Rasmi kwa Kuzingatia Tangazo	Bila Malipo	Siku tisini
13.	Uchukuzi wa Maombi ya Taarifa	▪ Fanya Ombi la Taarifa	Bila Malipo	Siku ishirini na moja

Kenya Film Classification Board

Uchumi House, 15th Floor

P.O. Box 44226-00100 Nairobi, Kenya

Tel no: 020 2250 600/020 2241 804/020 2251 258

Cell no: +254 711 222 204/+254 777 753 355

Email: info@kfcg.go.ke

Website: www.kfcg.go.ke



Commission on Administrative Justice/Office of the Ombudsman

Head Office, West End Towers, 2nd Floor, Opposite Aga Khan High School – Westlands

P.O. Box 20414 – 00200, Nairobi, Kenya

Tel: +254-20-2270000 / 2303000 / 2603765 / 2409574/0777 125818/ 0800221349 (Toll free)

Email : info@ombudsman.go.ke/complain@ombudsman.go.ke



@InfoKfcb



Kenya Film Classification Board



kfcgkenya



Kenya Film Classification Board



kfcgkenya

