



## CITIZEN'S SERVICE DELIVERY CHARTER

S/No	SERVICES RENDERED	CLIENT REQUIREMENTS	COST OF SERVICE	TIMELINE
1	Circulate Annual PA-K Circular	None	Free	End - January
2	License Agreement Document	Details of the Award Centre	Free	Continuous
3	Issuance Of License Certificate to Award Centres	Details of the Award Centre	Kshs. 5,000 Annual Subscription	Within 7 Working Days of Receipt Date
4	Issuance of Registration Forms to Participants	List of Participants	Kshs. 500 Per Participant	Within 7 Working Days of Receipt Date
5	Processing of Manual Record Books	Duly Filled Participants Registration Forms	Free	Within 7 Working Days
6	Registration of Award Centers and Award Leaders on Online Record Book	Award Centre Registration	Free	Within 2 Working Days After Registration
7	Processing of Certificates	Official Names and Details of Participants	Free	Within 10 Working Days
8	Tender Documents	Access to PA-K Website	Free	Within 1 Working Day
9	Issuance of Receipts to Stakeholders	Proof of Payment	Free	Within 2 Working Days
10	Response to Correspondence	Letters, Emails, Phone Calls, Social Media	Free	Within 7 Working Days After Receipt Date
11	Handling of Customer Complaints	Letters, Emails, Phone Calls, Social Media	Free	Within 14 Working Days
12	Dispatch of Letters and Parcels	Courier Services	Free	Mondays-Fridays 8AM -5PM
13	Approval of Adventurous Journey and Residential Projects	2 Weeks' Notice	Free	Within 2 Working 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 the commitment of courtesy and excellence in service delivery should be reported to:

**Chief Executive Officer**  
**The President's Award-Kenya**  
**15 Elgon Road, Upper Hill**  
**P.O Box 62185-00200, Nairobi**  
**Tel: +254 722 714122/787 419325**  
**Email: info@presidentsaward.or.ke**