



**REPUBLIC OF KENYA**

**MINISTRY OF SPORTS, CULTURE AND THE ARTS**



**SERVICE CHARTER**

**YEAR 2015**

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## **Foreword by the Cabinet Secretary**

Concerns over decline in public service professional standards, the erosion of citizens' confidence in the capacity and, integrity of public institutions demands that there be a paradigm shift in the manner in which public officers conduct their business.

Considering that our clientele can no longer be taken for granted, it has become imperative for public institutions to come up with a set of standards by which public servants must abide with to dispense optimum service at a minimum cost and time. Such standards are spelt out in organizational service charters.

Service charters serve to codify norms and standards of acceptable behavior in institutions.

In essence, service charters are important because they strive to promote equality as well as serve as reference material for our staff and clientele.

This charter seeks to provide guidelines in support of efforts undertaken by my Ministry to enhance professional competence; strengthen ethics through stipulated core values and restore public esteem.

Further, this charter expounds on our mandate, obligations to our clients, complaints procedures as well as redress mechanisms.

I am convinced that what is contained in this booklet will go a long way in enhancing professional competence of our staff, besides consolidating other gains made to improve service delivery.

Dr. Hassan WarioArero (Phd)

## Introduction

The Ministry of Sports, Culture and the Arts was established through the Executive Order No. 2 "Organization of the Government of the Republic of Kenya dated May 2013". It comprises of departments of Sports, Office of the Sports Registrar, Culture, Permanent Presidential Music Commission, Kenya National Archives and Documentation Services, Library Services, Records Management, The Arts and Film Services.

There are also Semi-Autonomous Government Agencies (SAGAs) namely Sports Kenya, Kenya Academy of Sports, National Sports Fund, National Museums of Kenya, Kenya Cultural Centre, Kenya Film Commission, Kenya Film Classification Board and the Kenya National Library Service. **Others include National Heroes Council, Anti-Doping Agency Kenya and Natural Products Industry Agency.**

## Purpose of the Charter

This service charter is a guide for staff, our customers and stakeholders towards our commitment, performance expectations, obligations to each other and efficiency in service delivery.

## Mandate

- i. to develop and coordinate sports; promote and develop sports facilities; and spearhead the expansion of the sports industry
- ii. to promote the national culture policy; heritage policy and management;
- iii. to promote the national archives and public records management
- iv. to develop the film industry, film policy and promote local content
- v. to promote Library Service, and
- vi. to promote research and conservation of music; and development of music and dance talents

## Our Vision

A global leader in the provision of sports, arts and cultural services

## Our Mission

To develop, promote, preserve and disseminate Kenya's diverse cultural and arts heritage; and promote sports and film industry to build national pride and improve livelihoods of the Kenyan people.

## Our Core Values

**Appreciation of diversity:** We recognize and value the diversity of our cultural and national heritage.

**Customer focus:** We are committed to upholding the highest standards in our service delivery to all customers.

**Integrity:** We are committed to acting in an honest, impartial, fair and transparent manner.

**Teamwork:** Employees' involvement and contribution at all levels shall be the hallmark of the Ministry.

**Creativity and Innovation:** We are a Ministry that encourages and facilitates creativity, innovative performance, and embraces change.

**Professionalism:** We shall be patriotic to the cause of the Ministry and be guided by professional ethics in all our undertakings.

**Participatory Approach:** We undertake to seek the views of and involve stakeholders in all our programmes and activities

## Our Core Functions

- a) Formulation of policies on sports, culture and the arts industry,
- b) Promotion, preservation and maintenance of positive and diverse culture for national identity, pride, integration and cohesion.
- c) Preservation, care and promotion of access to all public records and Archives
- d) Coordination, facilitation and harmonization of activities of the sports, culture and arts sector.
- e) Research, preservation, conservation and management of Kenya's heritage and culture

- f) Development, promotion of sports and arts; and preservation of Kenya's cultural heritage
- g) Production, custody, retrieval and dissemination of information
- h) Protection and promotion of the diversity of cultural expressions
- i) Identification and safeguarding of Kenya's cultural heritage for the promotion of the creative economy
- j) Licensing of film production and regulate consumption of films in Kenya
- k) Identification, nurturing, development and promotion of talents in sports, music, dance and other creative arts

## **Our Clients /Customers**

- General public
- Heroes and Heroines
- Government Ministries, departments and agencies
- Cultural Practitioners
- Communities
- Sports men and women
- Artistes
- Policy makers
- Researchers
- Educational institutions
- Media
- Development partners
- Civil society organizations
- Corporate organizations
- Local and international film makers

## Our Services

<b>Department of sports</b>			
<b>Service offered</b>	<b>Requirements</b>	<b>Cost</b>	<b>Timeframe</b>
Provision of guidelines on establishment of sports federations	On request	Free	Within 7 days
write recommendations for issuance of visas to sports teams	on request invitation letters from organizers	Free	One day
write recommendation to the Treasury on waiver of taxes on sports goods	Bring requests to the department at least two months before arrival of goods	Free	One day
Provide funding to eligible sports teams to participate in competition	Requests brought at least two months before the event	Free	One month
Provide guidelines on talent search	On request	Free	One day
Provide counseling and advisory services to sportsmen/women	On request	Free	Immediately

<b>Department of Culture</b>			
Advise the government on cultural matters	on request	Free	continuous
Dissemination of cultural information	on request avail oneself at various cultural forms	Free	continuous
Conducting Capacity building for county governments	on request and collaboration from county government	Free	continuous
Coordination and facilitate cultural exchange programmes for groups and individuals	Meet particular set criteria Liaise with cultural offices Be registered with the department of culture	Free	continuous
Offer technical support for cultural development programmes	on request for support Network with county offices	Free	continuous
Register cultural groups, associations and agencies	Meet set criteria Show interest in promotion, preservation and development of culture	Kshs.520 per Registration Annual renewals Kshs 200 Replacement Kshs.600	Within 2 weeks from receipt of duly filled application
Development of national cultural infrastructure	Availability of public land for such a centre Utilization of the	Free	On need basis
Coordinate safeguarding of Kenya's intangible cultural heritage and promotion of the diversity of cultural expressions	Communities should be willing to share information on their cultural heritage Collaboration from county	Free	Continuous



	governments		
Setting policy standards to guide county cultural development programmes	None	Free	Continuous
Coordination of national cultural programmes and events	Cultural groups/ practitioners have to meet set criteria to participate	Free	continuous
Documentation of national cultural inventories	Communities should be willing to share information on their intangible cultural heritage Prior and informed consent	Free	continuous
Promotion of Kiswahili, sign and indigenous languages	Written request from interested community or County on indigenous languages	Free	continuous

<b>Permanent Presidential Music Commission (PPMC)</b>			
Training talented groups and individuals in music and dance	<ul style="list-style-type: none"> <li>• On request</li> <li>• Attend auditions</li> </ul>	Free	2 days
Avail music equipment and rehearsal space to upcoming musicians	<ul style="list-style-type: none"> <li>• On request</li> <li>• Basic knowledge in music and dance</li> </ul>	Free	Immediate
Documenting, preserving and disseminating Kenya's music and dance heritage	<ul style="list-style-type: none"> <li>• On request</li> <li>• Performers with knowledge on authentic music and dance practices</li> </ul>	<ul style="list-style-type: none"> <li>• Documenting and preserving – Free</li> <li>• Disseminating – Kshs. 500 per item</li> </ul>	Immediate
Preparing and presenting students for international ABRSM music Examinations	<ul style="list-style-type: none"> <li>• On request</li> <li>• Enroll from Grade 1</li> </ul>	Kshs. 5,000 per month	Immediate
Hire out video production equipment i.e. DVCAM cameras and digital editing suite	<ul style="list-style-type: none"> <li>• On request</li> </ul>	Kshs. 10,000 per day	2 days
<b>Kenya National Archives and Documentation Service (KNADS)</b>			
Examine Public records and advice on the care, preservation, custody and control.	on request	<ul style="list-style-type: none"> <li>• Free</li> </ul>	One month.
Avail published indexes and guides to calendars and texts of all public archives	On request	<ul style="list-style-type: none"> <li>• Free</li> </ul>	1 day
Authenticate copies of and extracts from public archives	On request	<ul style="list-style-type: none"> <li>• photocopying fee as per the pages</li> </ul>	1 day
Lend any public Archives for display at commemorative exhibition or for other special purposes	<ul style="list-style-type: none"> <li>• Upon Request</li> <li>• Compliance with the set regulations</li> <li>• Purpose of use</li> </ul>	<ul style="list-style-type: none"> <li>• photocopying fee as per the pages</li> </ul>	1 week.
Issuance of research permits for preserved archival records	<ul style="list-style-type: none"> <li>• on request</li> <li>• Identification</li> <li>• Passport size photo</li> </ul>	<ul style="list-style-type: none"> <li>• Students (Diploma and below) 100/=</li> <li>• Undergraduate 200/=</li> </ul>	30 Minutes

	<ul style="list-style-type: none"> <li>• Specific area of research</li> </ul>	<ul style="list-style-type: none"> <li>• Adults, Masters and above 500/=</li> <li>• Non-citizens 1,500/=</li> </ul>	
Authorization for Destruction of Valueless Public Records	<ul style="list-style-type: none"> <li>• On request</li> <li>• Appraised records</li> <li>• Inventory of the records</li> <li>• CS approval</li> </ul>	Free	1 Month
Digitizing of documents	<ul style="list-style-type: none"> <li>• Client fill requisition form</li> </ul>	Kshs.15/= per page	30 Minutes
Retrieving Audiovisual material (Photographs and Maps)	<ul style="list-style-type: none"> <li>• Clients fill a requisition form</li> </ul>	Free	30 Minutes
Group visits to the Archival sections	<ul style="list-style-type: none"> <li>• On request</li> <li>• maximum of 30 persons per group</li> </ul>	Kshs. 5,000/= per group	7 days
Entry to the Murumbi Gallery	<ul style="list-style-type: none"> <li>• On visit</li> <li>• Client to make payment at the designated office</li> </ul>	<p><b>Residents:-</b></p> <ul style="list-style-type: none"> <li>• Kshs. 50/= per Adult.</li> <li>• Kshs. 20/= per child</li> </ul> <p><b>Non-Resident:-</b></p> <ul style="list-style-type: none"> <li>• Kshs. 200/= per Adult</li> </ul> <p>Kshs. 100/= per child.</p>	Immediate
<p>Conservation and restoration services:-</p> <ul style="list-style-type: none"> <li>• Binding</li> <li>• Salvage of wet documents</li> <li>• De-acidification and repair of documents</li> </ul>	<p>On request</p> <p>Source material</p>	<ul style="list-style-type: none"> <li>• Case Binding Kshs. 400 per document,</li> <li>Flash Binding Kshs. 300 per document,</li> <li>Soft Cover Binding</li> </ul>	Within a day

<ul style="list-style-type: none"> <li>• Conservation practical</li> </ul>		<p>Kshs 300 per document, Spiral Binding Kshs. 100 per document</p> <ul style="list-style-type: none"> <li>• salvage wet document- Kshs.40,000 per lot</li> <li>• De-acidification and repair of documents- Kshs.40,000 per lot</li> <li>• Conservation practical Kshs.40,000 per lot</li> </ul>	<p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p>
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**Department of Library Services (DLS)**

Lending and receiving back information materials	<ul style="list-style-type: none"> <li>• Library membership</li> <li>• Compliance with library rules and regulations</li> </ul>	Free	5-10 Mins
Registration of new users	<ul style="list-style-type: none"> <li>• Filled application form</li> <li>• Letter of introduction for public servants</li> <li>• ID or passport</li> </ul>	Free	30 mins
Provision of reference service( Electronic)	<ul style="list-style-type: none"> <li>• User query</li> <li>• User to provide E-mail address or telephone contact</li> </ul>	Free	3 Days
Provision of reference service ( Physical)	<ul style="list-style-type: none"> <li>• Physical presence</li> <li>• User query</li> </ul>	Free	Immediately
Information retrieval and dissemination	<ul style="list-style-type: none"> <li>• User query</li> </ul>	Free	3 Days
Selective dissemination of information (SDI)	<ul style="list-style-type: none"> <li>• Registration for the service</li> <li>• Completed user profile form</li> <li>• Provide E-Mail OR Telephone contact</li> </ul>	Free	Immediately
Current awareness service	<ul style="list-style-type: none"> <li>• Library membership</li> </ul>	Free	Immediately
Reprographic service (photocopying and printing)	<ul style="list-style-type: none"> <li>• Identification of required documents</li> </ul>	<ul style="list-style-type: none"> <li>• Kshs. 5 per page for photocopy</li> <li>• Kshs. 10 per page for</li> </ul>	Immediately

		printing	
Access to online data bases	<ul style="list-style-type: none"> <li>• Computer literacy</li> <li>• Library membership</li> </ul>	<ul style="list-style-type: none"> <li>• Kshs. 2 per minute</li> </ul>	Immediately
Provision of research facilities	<ul style="list-style-type: none"> <li>• Written Request</li> <li>• Subscription fee</li> </ul>	<ul style="list-style-type: none"> <li>• Kshs 200 per year</li> </ul>	Immediately
Provision of Consultancy service/Technical Assistance	<ul style="list-style-type: none"> <li>• On request</li> </ul>	<ul style="list-style-type: none"> <li>• Depends on the extent of work to be covered</li> </ul>	2 weeks
Translation of text to braille	<ul style="list-style-type: none"> <li>• On request</li> <li>• Have the ability to read braille language</li> </ul>	Free	Immediately
<b>Records Management Department</b>			
Give technical advice to Ministries and departments on creation, maintenance, use and management of public records	<ul style="list-style-type: none"> <li>• On request</li> </ul>	Free	1 week
Capacity building and sensitization in proper records management	<ul style="list-style-type: none"> <li>• Written request</li> <li>• Provide venue and participants</li> </ul>	Depends on the scope of the training	2 weeks
<b>Department of Film Services (DFS)</b>			
<ul style="list-style-type: none"> <li>• Issuance of film license for documentaries, feature films, TV commercials and photographs</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application form</li> <li>• Copy of Script</li> <li>• Attach Synopsis</li> <li>• Application must be processed through duly registered local film agent</li> </ul>	<ul style="list-style-type: none"> <li>• Documentaries- Kshs.15,000</li> <li>• Film license –Kshs. 5,000</li> <li>• TVC's and photographs– Kshs. 15,000</li> <li>• Full length feature film/TV seriesKshs. - 15,000</li> </ul>	<p>Within 48 hours of application</p> <p>Within 30 minutes of application</p> <p>Within 30 minutes of application</p> <p>Within 48 hours of application</p>

Registration of Film Agencies	<ul style="list-style-type: none"> <li>• Duly filled application form</li> <li>• Certificate of company registration</li> <li>• Tax compliance Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Kshs. 12,000.00</li> </ul>	Once weekly
Hire of film making equipment	<ul style="list-style-type: none"> <li>• Duly filled application form</li> </ul>	<ul style="list-style-type: none"> <li>• Rates available on enquiry</li> </ul>	1 day
Provide access to Film, Video and Sound archival material	<ul style="list-style-type: none"> <li>• Letter of request indicating required type and end user purpose</li> </ul>	<ul style="list-style-type: none"> <li>• Rates available on enquiry</li> </ul>	Within 3 days
Production of audio-visual content	<ul style="list-style-type: none"> <li>• Letter of request indicating required type and end user purpose</li> </ul>	<ul style="list-style-type: none"> <li>• Rates available on enquiry</li> </ul>	Within 2 weeks
Dissemination of audio-visual content	<ul style="list-style-type: none"> <li>• Written request</li> <li>• Ready audio-visual content</li> </ul>	<ul style="list-style-type: none"> <li>• Rates available on enquiry</li> </ul>	Within 14 days

## SPORTS REGISTRAR

Registration of sports organizations and multi-sports bodies at National levels	On application		30 days
Licensing of professional sports and sports persons	On application		30 days
Arbitration of sports disputes	On request		3 months



## Our Service Standards

- On general enquiries, letters are acknowledged and responded to within (7) days.
- Visiting clients will be served within 10 minutes.
- Email, telephone and fax enquiries acknowledged same day.
- Treat your concerns with the confidentiality and urgency they deserve.

## Client Obligations

- Client should familiarize themselves with the Ministry's regulations and provide relevant and accurate information.
- Clients should be courteous to our staff
- Clients should comply with service requirements to enable Ministry's staff serve them better
- Clients are encouraged to give us feedback on the services offered.

## Client Rights

- Client is entitled to free services unless otherwise stated in citizen service delivery charter.
- Client has the right to receive advice and other services related to the Ministry.
- Client has right to access relevant information and feedback.

## Complaint/Redress Mechanism

Incase you are not satisfied with our services:-

- First complain to the officer who served you
- If you are not satisfied complain to the officer's supervisor
- Appeals may be forwarded to;  
The Principal Secretary  
Ministry of Sports, Culture and The Arts  
P.O Box 49849 – 00100 Nairobi.  
[Tel:254 20 2228269](tel:254202228269)  
[E-mail:](mailto:csoffice@minspoca.go.ke) csoffice@minspoca.go.ke, or psoffice@minspoca.go.ke

## **CONTACTS**

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