

## **Our Vision Statement**

A centre of excellence in Statistics Production and Management

## **Our Mission Statement**

To effectively manage and coordinate the entire national statistical system to enhance statistical production and utilization

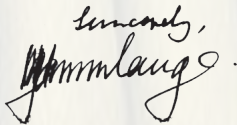
### THE SERVICE CHARTER

This Service Charter is the Kenya National Bureau of Statistics' declaration to the public on the commitment to achieve its objectives and aspirations as well as meet stakeholder expectations as mandated by the Statistics Act, 2006. The Charter outlines our vision and mission that aim at providing the necessary momentum for achieving tangible results.

Through this Charter, the Bureau will strive to produce quality statistical information that meet and satisfy user requirements by regularly assessing user needs and undertaking awareness programmes. The periodicity and timely release of statistics will be increased and improved to inform national planning and other frequent users of our data. KNBS will endeavor to improve the quality of statistical information through internationally acclaimed practices as well as quality assurance standards and procedures.

The Bureau through its Strategic Plan has spelt out its role in the coordination of the National statistical System (NSS) through the development of technical capacity, collaboration and integration of producers of official statistics.

The service charter will be crucial in enhancing efficiency and effectiveness of the Bureau to execute activities within the planned period.



**Dr. Peter N. Mwita**  
**CHAIRMAN, KNBS BOARD OF DIRECTORS**

### KNBS MANDATE AND OUTPUTS

#### Introduction

Kenya National Bureau of Statistics (KNBS) is a Semi Autonomous Government Agency (SAGA) mandated under the Statistics Act Number 4 of 2006 of the Laws of Kenya to collect, compile and disseminate official statistics in addition to supervising and coordinating the National Statistical System (NSS) in the country. This Service Charter is a commitment by the KNBS to improve service delivery to all its customers and stakeholders. It clearly defines our mandate, sets out the services you should expect from us, explains how you access information, outlines how you can communicate your concerns and offers advice on how you can help us to serve you better.

#### KNBS Mandate

KNBS is Kenya's official statistical agency. Our purpose is to serve the statistical information needs of Parliament, Government, Research Institutions, Development Partners, International and Regional Agencies, Business community and the public at large. We strive for excellence in providing timely, objective and responsive statistical services and are committed to confidentiality of data as outlined in the Statistics Act 2006.

### Our Vision

A centre of excellence in Statistics Production and Management

### Our Mission

To effectively manage and coordinate the entire national statistical system to enhance statistical production and utilization.

### Our Motto

“Keeping you informed”

### Our Core Values

We endeavour to create an organization that will promote;

- **Professionalism:** Strictly abide by professional considerations on the methods, standards and procedures for statistical production.
- **Integrity:** To be accountable and transparent in service delivery
- **Confidentiality:** The privacy of data providers and the confidentiality of the information must be guaranteed as prescribed in the statistics Act.
- **Quality Assurance:** To maintain the quality of statistics to meet the needs of stakeholders.
- **Customer Focus:** Ensure customer satisfaction.
- **Timeliness:** Ensure prompt production and dissemination of statistical information.
- **Teamwork:** To maintain effective team spirit

### Our Products

The KNBS provides a wide range of statistical information covering economic and social sectors of the Kenyan Economy as given in the First Schedule of the Statistics Act 2006. The broad areas covered are:

- National Accounts
- External Trade and Balance of Payments
- Fiscal and Financial statistics
- Transport, communications and Tourism statistics
- Labour statistics (employment and earnings)
- Industrial statistics which include manufacturing, mining and energy
- Prices statistics (mainly Consumer Price Indices, and Producer Price Indices)
- Agriculture and Livestock Production
- Food monitoring and Environment statistics
- Population (e.g. population Census, Demographic surveys, vital statistics and cartographic products)
- Social Statistics which cover mainly education, health, gender and Governance

The output of the aforementioned is:

- Annual National Accounts
- Quarterly National Accounts
- Annual Economic Survey Report
- Kenya Facts and Figures
- Annual Statistical Abstracts
- Leading Economic Indicators
- Monthly Consumer Price Index (CPI)
- Cartographic maps
- Household and establishment-based survey reports

### Our Means of Delivery

Our statistical products and services are delivered to you through:

- Statistical news releases
- Publications (hard copy and electronic)
- Our website: [www.knbs.or.ke](http://www.knbs.or.ke)
- Electronic mail service

We also provide customized reports to meet specific enquiries related to a particular area. If the requested information requires additional research, we will advise you accordingly.

### Our Stakeholders

The effectiveness of KNBS is critically dependent on the data which it receives from:

- Individuals and households
- Firms and/or establishments
- Government departments and other public sector institutions.
- Non-Governmental Organizations (NGOs).

In this regard we:

- Do not ask people or organizations for more information than is necessary;
- Conduct a rigorous assessment of need before introducing any new survey and review systematically the need for regular surveys;
- Design forms which are as clear as possible and include notes on how to complete the questionnaires;
- Use the data collected for the intended purpose only;
- Explain to respondents the purposes for which the information is collected; and
- Strictly observe confidentiality of the data we collect.

### Your Needs

KNBS has an ongoing commitment to customer service. We strive to:

- Make available economic and social statistics on the subject for which data been collected;
- Follow specific publication arrangements to ensure that information is available as per our release calendar;
- Publish information on where to find statistical data and explain the sources, methods and definitions;
- Meet special data requests ;
- Hold regular dialogues with you to help us understand your needs.

### What you can expect from us

We will focus on understanding your needs for statistical and related services and on responding in a comprehensive and timely manner. In our dealings with you we will:

- Treat you with respect and courtesy, maintaining confidentiality where required;
- Identify ourselves when we speak to you;
- Be clear and helpful in our dealings with you, giving reasons for our decisions;
- Act with care and diligence as we prepare a response, behaving honestly and with integrity in accordance with the Public Service Code of Ethics
- Refer enquiries we cannot answer to an appropriate source;
- Present our information, using simple and understandable format;
- Ensure that our Website is kept up-to-date with the latest information and products;
- Help you to understand the statistics and information that you receive from us.
- An up-to-date state library with economic and statistical publications

*"Keeping You Informed"*

### Our Responsiveness

We will endeavor to:

- Deal with your enquiries and complaints quickly and effectively;
- Answer your phone calls promptly, and ensure that unattended phones in operational service areas are re-directed or provided with an answering service;
- Reply to your letters, faxes and e-mails is immediately or within two weeks on queries requiring disintegrated information, and our initial reply will give you an estimate of the time a full response will take, and the cost if any.
- Basic information pertaining to national economic and demographic statistics needs will be met within 1 day;
- Reply to routine correspondence within 5 working days and more complex enquiries within 4-10 working days
- Reply to electronic messages immediately if data is readily available
- Ensure that all communications carry a contact name and telephone number
- Customized reports will be provided to an agreed timeframe
- Supplier payments will be made 30 days from date of delivery

### Our Accessibility

We will be available in our main offices at Herufi House on Lieutenant Tumbo Street off Harambee Avenue. The offices are open from 8.00am to 5.00pm Monday to Friday for any enquiries. You can also visit our district offices that are manned by the District Statistical Officers during the same time.

### KNBS Library

At our library you will find Kenyan and international statistical publications and other material. The library is open to the public from Monday to Friday during the following hours:

Morning: 8.30 a.m. to 12.30 p.m.  
Afternoon: 2.30 p.m. to 4.30 p.m.

We charge a token fee of Ksh 50 for the use of the library. Our information service operates the KNBS internet site which contains a wide range of statistical information. You may also request our services by means of an on-line form on our web page. Our internet site can be accessed on: [www.knbs.or.ke](http://www.knbs.or.ke)

Alternatively, information is requested by writing to:  
The Librarian,  
Kenya National Bureau of Statistics,  
P.O. Box 30266,  
00100 NAIROBI,  
KENYA.  
Email: [info@knbs.or.ke](mailto:info@knbs.or.ke)  
[DirectorGeneral@knbs.or.ke](mailto:DirectorGeneral@knbs.or.ke)

## KNBS-SERVICE CHARTER

We aim to:

- Ensure that the accuracy and quality of our services is up to international standards;
- Upgrade the ways in which we deliver our services, in line with improvements in technology and the changing needs of the public;
- Make access to our services easier and more convenient, particularly for people with special needs; and
- Develop a more streamlined system of handling your enquiries and feedback on our services

### How you can help us

In order to serve you better and meet your expectations, we shall expect that:

- You will provide data that is factual and accurate;
- You will respond to occasional random surveys that are used to obtain certain information;
- You will participate in the dialogues that the KNBS may organize;

We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community. We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately. We may occasionally seek your input to random surveys on how the community perceives our services and what services they need.

If you have any complaint, take the matter up with the person you have been dealing with, but if you are not satisfied with the reply, you can make a written complaint to:

**The Director General  
Kenya National Bureau of Statistics**

*"Keeping You Informed"*

P.O. Box 30266  
00100 NAIROBI  
KENYA

Telephone: +254-020-317615  
Fax: +254-020-315977  
Email: [info@knbs.or.ke](mailto:info@knbs.or.ke)  
[DirectorGeneral@knbs.or.ke](mailto:DirectorGeneral@knbs.or.ke)

### Suggestion Box

Drop your complaints/suggestions at our suggestion box located on the First Floor in our Herufi House Headquarters and we shall get back to you as soon as possible.

### Review of the charter

This Customer Service Charter will be reviewed as and when necessary in consultation with our stakeholders to ensure continuous improvement of quality of our products and service delivery.

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## KNBS-SERVICE CHARTER

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