




KENYA BIOVAX INSTITUTE LIMITED CUSTOMER SERVICE CHARTER


SERVICE TYPE	PROCESS	CUSTOMER OBLIGATION	USER CHARGES (KES)	FEEDBACK TIMELINES
Information	Access to information	Honesty and Integrity. Use of appropriate channels including: <ul style="list-style-type: none"> • Paying a visit to our offices • Calling our office lines • Writing a letter or email to the Chief Executive Officer • Visiting the website 	As prescribed in the Access to Information Act 2016	<ul style="list-style-type: none"> • Within 48 hours (On occasion this will extend to a maximum of 21 working days, depending on the case).
	Educating stakeholders about vaccine manufacturing	Courtesy and clarity	Free	
	Visiting the website		Free	Immediately
Handling complaints	Use of appropriate channels including: <ul style="list-style-type: none"> • Paying a visit to our offices • Calling our office lines • Writing a letter or email to the Chief Executive Officer 	Courtesy and clarity	Free	Within 21 working days
Payments	Processing of Invoices for Service Providers	Courtesy and clarity	Free	Within stipulated timelines
Procurement	Issuance of the Local Purchase Order (LPO)		Free	1 day
	Selling of Tender documents after advertising.	Submission of receipt and collection of tender documents at Supply Chain Department	As per advert	Collection of documents Within one (1) hour upon presentation of a receipt.
	Closing and Opening of Tenders and submitting the tender opening report	<ul style="list-style-type: none"> • To label bids appropriately for ease of identification • Submit bids before closing time • Bidders who wish to grace Tender Opening ceremony should attend in time • Tender documents should be clearly filled 	Free	<ul style="list-style-type: none"> • Immediately after closing time and date but not later than six (6) hours from close of the same • Provision of opening register within three (3) working days upon request
	Payments for goods and services	Timely availing of relevant documents including but not limited to: <ul style="list-style-type: none"> • Invoices • Delivery notes • Bank details • Local purchase / service order 	Free	<ul style="list-style-type: none"> • Supply of goods and services (within stipulated timelines) • Consultancies (as per the contract)
Human Resource Management	Recruitment	<ul style="list-style-type: none"> • Application letter • Requirements in response to the advertisement 	Free	Acknowledge receipt within one (1) month
	Industry Attachment	<ul style="list-style-type: none"> • Relevant letter from training institution • Letter of application • Curriculum Vitae • Transcripts from previous semesters • Student's insurance cover 	Free	Acknowledge receipt within one (1) month

 **OUR VISION**
Innovate, Empower, Impact through production of quality human vaccines and therapeutics.

 **OUR MISSION**
Innovate, develop, manufacture and commercialize vaccines and other specialized health technologies to improve access to quality healthcare.

 **OUR CORE VALUES**

- Integrity
- Collaboration
- Customer Centric
- Quality
- Innovation
- Professionalism
- Resilience
- Courage
- Trust
- Respect

 Any service that does not conform to the above standards or any staff who does not live up to these standards and/or commitments to courtesy and excellence in Service Delivery should be reported to the CEO/DG using the contact details below:

THE CHIEF EXECUTIVE OFFICER

Kenya BioVax Institute Limited
Road to Utawala Academy, Off Embakasi Road
Embakasi
P.O Box: 40779 – 00100, Nairobi
Email: info@biovox.go.ke | chukuahatua@biovox.go.ke

Or

THE COMMISSION FOR ADMINISTRATIVE JUSTICE

(Office of the Ombudsman)
2nd Floor, West End Towers
Opposite Aga Khan High School off Waiyaki Way - Westlands
P.O. Box 20414 – 00200, NAIROBI.
Tel: +254-20-2270000