

KENYA SOCIETY FOR THE BLIND SERVICE CHARTER

OUR SERVICE CHARTER

Kenya Society for the Blind (KSB) is committed to the provision of quality services in its interaction with all its stakeholders. This Service Charter marks an important milestone in our commitment to excellence in service delivery. It is aimed at enlightening our stakeholders about:

- Who we are;
- Our vision statement;
- Our mission statement;
- Our core values;
- Our mandate;
- Our governance structure;
- Our stakeholders;
- Our Programmes, initiatives & services
- Our commitment to you;
- Customers rights;
- Customers obligations;
- How you can help us;
- Our service guarantee;
- Our service standards;
- How we will be accountable;
- Feedback on our service;
- Review of our Service Charter; and
- Our Contacts

This Service Charter sets out the service standards that you can expect. It identifies your responsibilities and seeks your indulgence in maintaining the standards and provides mechanism for receiving complaints and how to re-dress them should things go wrong. It is our bold commitment to enhance performance at the organizational level.

WHO WE ARE

The Kenya Society for the Blind (KSB) is a statutory charitable organization established by an Act of Parliament (The Kenya Society for the Blind Act – Chapter 251 to, promote the welfare, education, training, employment of the blind, to assist in the prevention, alleviation of blindness and assist the government, societies, any institution, organizations or person in all matters related to blind, to awaken public interest in the welfare of the blind and in all matters relating to blindness, advise on all things necessary or required in any matter to or connected with the blind.

OUR VISION

A society where all blind and visually impaired persons live in dignity and achieve their full potential.

OUR MISSION

To end avoidable sight loss and create equal opportunities for all those who are visually impaired.

OUR CORE VALUES:

Compassion: We approach every individual with empathy and kindness, recognizing the unique challenges they may face and striving to support them with genuine care.

Integrity: We uphold the highest standards of honesty, transparency, and ethical conduct in all our actions and decisions.

Professionalism: We commit to excellence, accountability, and continuous improvement in our work, maintaining a high standard of service and behavior.

Respect for Persons with Visual Impairment
We honor the dignity, autonomy, and capabilities of individuals with visual impairments, advocating for their full inclusion and participation in society.

Equality and Equity: We ensure fairness and equal opportunities for all, while recognizing and addressing systemic barriers to create an inclusive and just environment.

Team Spirit: We value collaboration, mutual support, and the collective strength of diverse perspectives working together toward a common goal.

OUR OBJECTIVE

We strive to create of an environment that encourages the inclusion of persons with visual impairment in the society and promotes the prevention of avoidable blindness.

OUR MANDATE

We are guided by the following mandate as enshrined under the Kenya Society for the Blind Act. Cap 251 of the Laws of Kenya.

i. To promote the welfare, education, training and employment of the blind;
ii. To assist the Government, societies, any institution, organisation or society or any person in all matters relating to the blind;
iii. To awaken public interest in the welfare of the blind and in all matters relating to blindness

iv. To advise on all things necessary or required in any matter relating to or connected with the blind.

OUR GOVERNANCE

Our governance is stipulated in the governance policy dated July 2011. The policy defines the principles and values that underpin corporate governance practices in the Society, the Council roles and responsibilities, the framework of authority, responsibility, and accountability to fulfil the Society's vision and mission. The specific objectives of the Council include:

i. To be legally responsible and to provide corporate identity to the organization.
ii. To provide security and continuity to the organization
iii. To hold the management accountable for their decisions and actions.
iv. To provide objectivity, guidance, wisdom, and good judgment is "outsiders" to day- today operations.
v. To ensure that KSB maintains clear mandate, focus and direction and that it is well-managed.
vi. To take responsibility for the organization's overall performance.
vii. To represent ownership, pursue and speak for the interest of the stakeholders that KSB exists for.
viii. To hold authority in trust over KSB and to soundly delegate the necessary authority to the management to enable them to effectively pursue the set goals and objectives.
ix. KSB reaches out to PWVI in communities and works to create a conducive environment for the empowerment of the visually impaired by promoting their welfare, education, training, and employment, so that they may become self-sufficient and self-reliant.

OUR STAKEHOLDERS

i. KSB Members
ii. Council
iii. Government
iv. County Government
v. Ministries (Min. of Health, Min. of Education, Department of Social Protection)
vi. Schools, Colleges and Institutions
vii. Customers & Clients (Patients, Tenants, Students)
viii. Development Partners & Donors
ix. Employees of Kenya Society for the Blind

x. The Media
xi. General Public

OUR PROGRAM, INITIATIVES & SERVICES

We implement various projects through the following programs and activities;

1. **Eye Care Programme:** Eye Care supports the Society's mandate of prevention of avoidable blindness. This is done through early detection and timely treatment. We offer comprehensive range of services designed to protect and enhance vision for all. The eye care initiatives are implemented across the country through outreach activities in collaboration with the Ministry of Health (MOH) and various donor partners. Central to this effort is the Level 4 Eye Hospital, which delivers comprehensive eye care services including surgical interventions, a specialized Low Vision Unit, and Optical Services.

2. **Education Programme:** We are mandated by the government to champion and coordinate educational matters of the visually impaired learners. To realise this, the Society works closely with tMinistry of Education (MOE).

   We support in the following areas:

   i. Assistive devices for the blind and Low vision
   ii. Eyes screening for school going children
   iii. Coordination of Sponsorship program
   iv. Training of Braille technicians and teachers
   v. Empowerment of parents and care givers of the visually impaired children
   vi. Coordination and facilitation assistive devices for education institutions be they special schools, integrated or inclusive schools and colleges.

3. **Rehabilitation Programme:** The Rehabilitation Programme is designed to ensure visually impaired persons are supported psychosocially, economically and physically to continue with their activities of daily living with minimal dependency in accordance with the World Health Organisation's (WHO) definition of health. Persons who are irreversibly blind are trained to be economically productive by being provided with skills towards orientation and mobility, activities of daily living, performance art, sports and business skills training.

4. **Awareness:** We are dedicated to raising public awareness about the welfare of the blind and matters related to blindness and visual impairment as stipulated in the KSB Act. Through advocacy initiatives, the Society strives to mobilize individuals with visual impairment, their caregivers, stakeholders, and the public to advocate for the rights and needs of persons with visual impairment. The Society is mandated by the KSB Act to raise funds for awareness and other duties from various sources, including corporate entities, government, private bodies, as well as individuals.

OUR COMMITMENT TO YOU

We are committed to respect the rights of Persons with Disability(PWDs), our clients and other stakeholders, including the right to access services, the right to give feedback and lodge complaints, the right to access information, the right to privacy and confidentiality.

We are committed to upholding all the rights of Persons with Disability as stipulated by law and to specifically ensure the following customers' rights:

i. **Information**: You are entitled to complete, accurate and timely information.
ii. **Identification:** You have the right to request for identity of the officer(s) serving you.
iii. **Communication:** It is your right to be treated with respect and your information and data to be treated with utmost confidentially.
iv. **Enquiries:** You are entitled to make enquiries at any time within the official working hours and to raise genuine complaints.
v. **Courtesy:** It is your right to be treated politely and with courtesy.
vi. **Services:** You have a right to quality and timely services.
vii. **Payment:** You have a right to be paid and demand your payment for goods delivered and services rendered.
viii. **Criticism:** You have the right to engage us in constructive criticism.

CUSTOMERS AND STAKEHOLDERS OBLIGATIONS

i. **Information:** You are obliged to provide accurate and timely information to help provide you with services. Where called upon to provide information, you are obliged to disclose and produce all relevant information, records and supporting documents.

ii. **Courtesy and Respect:** You are obliged to be courteous and respectful to our staff.
iii. **Rules and Regulations:** You are obliged to acquaint yourself with the rules, regulations and other legal instruments which govern the operations of the Society.
iv. **Payment of Fees:** You are obliged to demand a receipt upon payment of any monies that may be chargeable for the services rendered by the Society.
v. **Punctuality:** You are obliged to honour appointments as scheduled.

COMPLAINTS HANDLING PROCEDURE

i. In the event of a customer receiving unsatisfactory service, they should file a complaint with the staff responsible for the particular service.
ii. Quick resolution of a compliant will be closed **within 30 minutes** of lodging the complaint.
iii. If the complaint can't be resolved **within 30 minutes**, the complaint will be escalated to the Head of Department and you will be informed that your complaint is under investigation.
iv. Investigation into the complaint will take **three (3) working days**.
v. We endeavor to resolve your complaint within **ten (10) working days** of receiving the complaint.
vi. If this cannot be met, you will be informed of the delay, the reason for the delay and a way forward.
vii. If your complaint has still not been settled to your satisfaction, you have the right to ask for the Executive Director to review the matter and take appropriate action

SERVICE STANDARDS WHEN IN CONTACT WITH OUR CUSTOMERS

The table below shows processing time and standards of our service when we interact with our customers. We aim to process 100% of the cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods depending on a range of factors, individual circumstances and complexity of each case

COMMUNICATIONS & SERVICE

Service Principles	Service Standards
We shall attend to you within 10 minutes you walk into our offices.	
We will respond to your correspondence promptly.	• We will reply to all correspondence in a timely way using the most appropriate contact method- telephone, email or in writing. • We will acknowledge email requests within **24HRS** of recipient, and provide you with a likely timeframe for our full response.
We will be courteous, professional and helpful.	• We will provide timely, accurate and helpful response that is relevant to your needs. • We will identify ourselves and provide contact details in our written correspondences. • We will direct your communications to the relevant department.
We will be accessible in writing.	• We will provide you with both staff and departmental email contact options. • We will use out of office email messages to inform you that we are away from the office, and provide you with alternative options for contact.
We will provide you with clear, accurate, helpful and consistent information.	• We will regularly review and update information to ensure it is current and meets your needs and expectations. • We shall update our website, Socials media and brochures regularly with the latest information.

FEEDBACK

Service Principles	Service Standards
We value your compliments, complaints and suggestions	• We will invite feedback and provide appropriate contact details information. • We will acknowledge your feedback within **three (3) working days** of receipt. • We will resolve customer feedback received via the web, email, written and telephone within **ten (10) working days.**
We will use your feedback to improve our services	• We will maintain and report on all feedback and consider your review to improve our services.

FINANCE & PROCUMENT

PROCUREMENT		
Service Principles	**Service Standards**	**Requirements**
We will ensure all suppliers go through the prequalification	• We will pre-qualify all legible suppliers in various categories as determined by KSB in line with our annual requirements, within **Thirty (30) Days.**	• You will be required to return fully filled prequalification documents as sent by us together with any other mandatory documents as may be requested.
Advertising, processing and awarding of Tenders	• We will use a competitive and transparent tendering process in the procurement of goods, services and consultancies as provided for in the Public Procurement and Disposal Act 2015, KSB Procurement policy and respective donor procurement policies whichever is applicable. This will be done within 14 working days. • We will be transparent and fair when dealing with all suppliers. • We will inform **ALL BIDDERS** of the outcome of a tender within	• You will be required to submit fully filled tendering documents as send by us in order to be to eligible bidders.

	three (3) working days. • We will communicate within **three (3) working days** after expiry of the **Twenty- one** (**21) days** approval period for Tender Awards. • We will inform of bidders of **TENDER CANCELLATION** if any arises within **seven (7) working days** after the cancellation.	
Asset Disposal	• We shall officially announce all assets for disposal and provide details of item to all prospective bidders. • We shall ensure every interested bidder is given equal and fair chance to bid. • We shall abide by all **APPLICABLE** asset disposal policies in place at the time of advertising the disposal.	• You are required to fully fill all the approved bidding documents according to given instructions.
FINANCE		
Payment	• We will make prompt payment for goods and services that are received and properly invoiced with all applicable supportive documents. • We will make payments for goods and services delivered within **thirty (30) calendar days** from the date of receipt of invoice provided all supporting documentation are proper except where a written contract provides otherwise. • Where there are doubts on the amounts claimed, we will inform the supplier of our concerns **within five (5) working days** from the date of receipt of invoice and request for verification. • We will resolve written customer feedbacks through Email or official letter with the Society's logo within **five (5) working days.**	• You are required to submit fully signed delivery note, invoice and a copy of the LPO/LSO/Contract to Finance department.

HOW WE WILL BE ACCOUNTABLE

We undertake to:

i. Display our Charter for all stakeholders at the entrance of all offices and on our websites
ii. Monitor our performance against the standards set out in this Charter.
iii. Abide by the rules of law as stipulated in the KSB Act and Governing Policy.
iv. Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
v. Be open to feedback on our performance, and suggestions for improvement from our customers and the public.

FEEDBACK ON OUR SERVICES

Suggestions on improvement of our services are welcome. You have a right to complain over services which you are unhappy with. We will treat your complaints positively and seriously and shall give you a timely response while at the same time, if need be, review our internal processes accordingly.

REVIEW OF SERVICE CHARTER

We will, in consultation with our stakeholders, review this Charter annually and incorporate all relevant feedback received. We shall also carry out an independent review every three (3) years to ensure that our service delivery remains relevant to our customers and stakeholders.

OUR CONTACTS

All enquiries and feedback should be directed to:

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