



Republic of Kenya

Citizen's Service Delivery Charter

Our Vision

To be the preferred organization in the printing and paper conversion industry within Kenya and beyond.

Our Vision

To provide quality printing services to the Kenya Government promptly and at the most economical cost and to ensure adequate security and supply of all documents needed for the running of ministries, departments, parastatals, private sector and the general public, such as accountable, legal, secret and confidential documents.

Our Customers

Government Ministries, Government Departments, Semi-Autonomous Government Agencies (SAGA) and the Public.

Core Values

Professional Integrity, Commitment to work, Quality Service, Team work, Timely delivery of Service, Transparency and Accountability.

Service Rendered	Customer Requirement	Charges	Timeliness
1. Any printing order	<ul style="list-style-type: none"> An indent requisition/Introduction letter from Ministry/Department for a job to be printed should be received by the Government Printer who will approve and a <i>pro forma</i> invoice will be issued. When preparing soft copy documents for printing, contact us for advice. To collect jobs receipt. 	As per estimate.	On payment of your order, you will be advised when to collect your work which will take the least time depending on the volume of work.
2. Standard Government Forms and Books.	Submit S. 12 authorised A.I.E. holder.	Free issues are indicated in the <i>Catalogue of Government Standard Forms and Books</i> which is available at Government Press Dispatch Section.	30 minutes on arrival at our Counter Requisition Books (CRB) & Dispatch stores.
3. Accountable Documents	Indents/Introduction letter from Ministry/Department.	Free issues are indicated in the <i>Catalogue of Government Standard Forms and Books</i> which is available at Government Press Dispatch Section.	30 minutes on arrival at our Counter Requisition Books (CRB) & Dispatch stores.
4. Kenya Gazette notices and Legislative Supplements	All notices to be published should reach the Government Printer not later than 9.00 a.m. on Friday of the week before the publication is desired, otherwise it will be published the following week.	<p style="text-align: right;"><i>KSh. Cts.</i></p> Full page..... 27,840.00 Full single column..... 13,920.00 Three-quarter column..... 10,440.00 Half column..... 6,960.00 Quarter column or less..... 3,480.00	<i>Kenya Gazette</i> is published every Friday except Public Holidays.
5. Kenya Gazette Annual Subscription	<ul style="list-style-type: none"> Fill subscription forms that can be collected at one dispatch store. Collect <i>Kenya Gazette</i> at Dispatch. 	<p style="text-align: right;"><i>KSh. Cts.</i></p> Annual Subscription (excluding postage in Kenya) 13,920.00 Annual Subscription (including postage in Kenya)..... 16,935.00 Annual Subscription (overseas)..... 32,015.00 Half-year Subscription (excluding postage in Kenya) 6,960.00 Half-year Subscription (including postage in Kenya) 8,470.00 Half-year Subscription (overseas) 16,010.00	Posted every Friday.
6. Kenya Gazette	Purchase at Government Press Bookshop.	KSh. 60.	To be served within thirty minutes on arrival.
7. Kenya Gazette: (i) Legislative Supplement (ii) Bill Supplement (iii) Act Supplement	Purchase at Government Press Bookshop.	<p style="text-align: right;"><i>KSh. cts.</i></p> Up to 2 pages..... 15.00 Up to 4 pages..... 25.00 Up to 8 pages..... 40.00 Up to 12 pages..... 60.00 Up to 16 pages..... 80.00 Up to 20 pages..... 95.00 Up to 24 pages..... 110.00 Up to 32 pages..... 145.00 Up to 36 pages..... 165.00 Up to 40 pages..... 180.00 Each additional 4 pages or part thereof..... 20.00	To be served within thirty minutes on arrival.
8. Other Government Publications	<ul style="list-style-type: none"> Purchase at Government Press Bookshop. 	<i>See current catalogue of Government Publications upon enquiry.</i>	To be served within thirty minutes on arrival.
9. Respond to enquiries made through: <ul style="list-style-type: none"> Telephone Letters Personal visits E-mail 	<ul style="list-style-type: none"> Identification. Enquiries. 	Free.	<ul style="list-style-type: none"> 2 working days. 7 working days upon receipt. 30 minutes upon arrival. 5 working days.

COMPLAINTS/COMPLIMENTS

Government Press Service Charter sets out standards of service we are committed to deliver. We welcome any feed back, suggestions or comments. In case we do not meet our standards, or you are dissatisfied with our service, let us know so that we can rectify and improve. If you are pleased with our service, we would be pleased to hear from you too. If you have a complaint, please do not hesitate to contact the Section Head in charge of the area concerned. In case you are still not satisfied bring it to the attention of the Government Printer.

Should your complaint still not be resolved please contact the Government Printer.

Note.— Your suggestions, comments or complaints should be dropped at the Government Press **Suggestion Box** in all customer serving areas.

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“Your Satisfaction, Our Priority”