Our Vision

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

Our Mission

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

P. O. Box 30128–00100, Nairobi, Kenya Telephone: +254–20–317840/41–42/53/64, Fax: +254–226602 E-mail: governmentpress@kenya.go.ke

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Government Press

Citizens' Service Delivery Charter

2013-2014

"Your Satisfaction, Our Driority"



Republic of Kenya

Government Press

Citizens'
Service Delivery
Charter

2013-2014

"Your Satisfaction, Our Priority"

Customer Requirement: An indent requisition for a job to be printed should be received by the Government Printer who will either approve or suggest alternatives. Once approved, a pro forma invoice will be issued. After a payment is made at the Cash Office against the pro forma invoice issued, the execution of the job will start. When preparing soft copy documents for printing, contact us for advice. OR If you submit a soft copy, ensure that it has been edited and proofread to avoid extra work. The Print Ready Electronic Files should be brought with a final laser print hard copy of your file at 100% printed on one side. For compatibility, we recommend industry standard Application Support Version programs, such as PageMaker, QuarkXpress, InDesign, Illustrator and Photoshop. Microsoft Word is suitable for text only and has to be imported into a page layout program to facilitate printability if the job contains coloured graphics and illustrations. While we accept files in other formats, they may be redone to make them suit the housestyle and print ready. All graphics such as illustrations and pictures should be accompanied with their links if not embedded. The links should be saved in a separate folder preferably in TIFF or EPS formats. Recommended font size for text is 7 to 12 points.
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 14 points upwards are for display. Some fonts come already bold or italic by design default. Others don't have these attributes at all hence cannot display them when printed. For hairlines, use a minimum of 3/10 of a point (0.3) for every rule. For colour images, change RGB to CMYK before submission. Scanned colour images should be 300 dpi and B&W line art at least 600 dpi scanned to print size. Bleed should be ¹/₈ inch (0.125).

User Charges:	Free
Timeliness:	Within 30 seconds and identify ourselves by department.
11. Service Rendered:	Payment to suppliers
Customer Requirement:	Submit accurate invoices and any other supportive documents required.
User Charges:	Nil
Timeliness:	Within 30 days in the department on delivery of goods and services.

1. Service Rendered:	Printing orders	
Rendered: Customer Requirement:	 An indent requisition for a job to be printed should be received by the Government Printer who will either approve or suggest alternatives. Once approved, a pro forma invoice will be issued. After a payment is made at the Cash Office against the pro forma invoice issued, the execution of the job will start. When preparing soft copy documents for printing, contact us for advice. OR If you submit a soft copy, ensure that it has been edited and proofread to avoid extra work. The Print Ready Electronic Files should be brought with a final laser print hard copy of your file at 100% printed on one side. For compatibility, we recommend industry standard Application Support Version programs, such as PageMaker, QuarkXpress, InDesign, Illustrator and Photoshop. Microsoft Word is suitable for text only and has to be imported into a page layout program to facilitate printability if the job contains coloured graphics and illustrations. While we accept files in other formats, they may be redone to make them suit the housestyle and print ready. All graphics such as illustrations and pictures should be accompanied with their links if not embedded. The links should be saved in a separate folder preferably in TIFF or EPS formats. Recommended font size for text is 7 to 12 points. 14 points upwards are for display. Some fonts come already bold or italic by design default. Others don't have these attributes at all hence cannot display them when printed. For hairlines, use a minimum of 3/10 of a point (0.3) for every rule. For colour images, change RGB to CMYK before submission. Scanned colour images should be 300 dpi and B&W line art at least 600 dpi scanned to 	
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User Charges:	Free
Timeliness:	Within 30 seconds and identify ourselves by department.
11. Service Rendered:	Payment to suppliers
Customer Requirement:	Submit accurate invoices and any other supportive documents required.
User Charges:	Nil
Timeliness:	Within 30 days in the department on delivery of goods and services.

	Up to 20 pages		
	Up to 24 pages		
	Up to 32 pages		
	Up to 36 pages		
	Up to 40 pages		
	Each additional 4 pages or part thereof25 00		
Timeliness:	All times.		
	Back issues may not be available.		
8. Service Rendered:	Other Government Publications		
Customer Requirement:	Available at Government Press Bookshop along Haille Selassie Avenue		
User Charges:	Depends on the Publication.		
	See current Catalogue of Government Publications.		
Timeliness:	Monday—Friday (Official working hours).		
9. Service	Response to enquiries made through:		
Rendered:	Telephone		
	• Letters		
	Personal visits		
	• E-mail		
Customer Requirement:	Call, write or visit us		
User Charges:	Free		
Timeliness:	2 working days.		
	• 12 working days upon receipt. Our initial response will be an indicator of how long it will take to fully reply depending on the complexity of the issue.		
10 Com '-	30 minutes upon arrival.		
10. Service Rendered:	Answering your telephone calls		
Customer	Telephone Government Press switchboard		
Requirement:	Identify yourself		
	Make enquiries		
5			

4		

Up to 20 pages 95 0 Up to 24 pages 110 0 Up to 32 pages 145 0 Up to 36 pages 165 0 Up to 40 pages 180 0	0 0 0		
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Telephone Government Press switchboard			
• Identify yourself			
Make enquiries			

User Charges:	As per estimate.	
Timeliness:	Finite scheduling.	
	On payment of your order, you will be advised when to collect your work.	
2. Service Rendered:	Standard Government Forms and Books	
Customer Requirement:	S. 12	
User Charges:	Free issues are indicated in the <i>Catalogue of Government Standard Forms and Books</i> which is available at Government Press Dispatch Section.	
Timeliness:	Monday—Friday (Official working hours).	
3. Service Rendered:	Accountable Documents	
Customer Requirement:	Indents/Introduction letter from Ministry/Department.	
User Charges:	Free.	
Timeliness:	Monday—Friday (Official working hours).	
4. Service Rendered:	Kenya Gazette notices and Legislative Supplements	
Customer Requirement:	All "copy" submitted for publication should be prepared on one side of an A4 sheet no matter how small the notice is with each page being numbered and <i>typeset</i> with double spacing. Copy should be clear, legible and devoid of any alterations. Particular attention should be paid to the following points: (i) Signature must be supported by rubber-stamping or typing the name of the signatory in capital letters. (ii) Dates must be correct and filled in where necessary. (iii) Care should be taken to ensure that all headings to notices and references to legislation are up to date and conform with the Revised Edition of the Laws of Kenya.	

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	 The Kenya Gazette contains notices of a general nature which do not affect legislation. They are, therefore, submitted to the Government Printer directly. Legislative Supplement contains Rules and Regulations which are issued by the central Government. Because of this they must be submitted to the Government Printer through the office of the Attorney-General. Ministries/Departments will be required to pay for the Kenya Gazette and to meet the cost of advertising in it. It will facilitate work at the Press if Principal Secretaries will forward Gazette notices to the Government Printer in time—All notices should reach the Government Printer not later than 0900 hours on Friday of the week preceding the desired publication date. All notices to be published should reach the Government Printer not later than 0900 hours on Friday of the week preceding the desired
	publication date, otherwise it will be published the following week.
	NB: Bulky Publications shall be considered separately.
User Charges:	KSh.
	Full page21,880
	Full single column
	Three-quarter column8,205
	Half column5,470
	Quarter column or less2,735
Timeliness:	Kenya Gazette is published every Friday except Public Holidays.
5. Service Rendered:	Kenya Gazette Annual Subscription
Customer Requirement:	Fill subscription forms.

User Charges:	KSh.
	Annual Subscription (excluding postage in Kenya)13,920
	Annual Subscription (including postage in Kenya)16,935
	Annual Subscription (overseas)
	Half-yearly Subscription (excluding postage in Kenya)6,960
	Half-yearly Subscription (including postage in Kenya)8,420
	Half-yearly Subscription (overseas)
Timeliness:	From subscription date.
6. Service Rendered:	Kenya Gazette
Customer Requirement:	Available at Government Press Bookshop along Haille Selassie Avenue
User Charges:	KSh. 50
Timeliness:	All times.
	Back issues may not be available.
7. Service	Kenya Gazette:
Rendered:	(i) Legislative Supplement
	(ii) Bill Supplement
	(iii) Act Supplement
Customer Requirement:	Available at Government Press Bookshop along Haille Selassie Avenue.
User Charges:	KSh. Cts.
	Up to 2 pages
	Up to 4 pages
	Up to 8 pages
	Up to 12 pages
	Up to 16 pages

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