NATIONAL MUSEUMS OF KENYA
CITIZEN'S SERVICE DELIVERY CHARTER

SERVICES RENDERED	REQUIREMENTS	USER CHARGES (KSHS)	TIME LINE
Attend to general/specific enquiries and customer care. Wear a name tag that clearly identifies the staff.	Cooperation from members of the public.	Free	Within 15 minutes
Telephone, Correspondance	Able to communicate in simple English and Kiswahili	Free	Telephone within the first (3) rings Letters within (3)days Email within (2) days
Multi-media productions on culture, promotion of museums, public awareness on environmental issues etc.	Written requests encouraged through email or letters	 DVDs 1,000/=	Within 3 days
CASTING Casts are ideal for museum exhibits, as aids for teaching and for research purposes. The fibreglass casts can be ordered in either fibre-glass (natural or neutral colours), or in plaster of Paris.	Written requests encouraged through email or letters	Different rates are applicable for different casts.	Within 1 month
FILMING Commercial filming of various museums, sites and monuments	Written requests encouraged through email or letters	US $1,000	Within 1 week
TRAINING & CONSULTANCY			
Conduct research, disseminate and document cultural information and offer technical advice on cultural and development matters	Written requests encouraged through email or letters	Different rates where applicable	Within 1 week
EDUCATIONAL TOURS (Monday – Friday)	Written requests encouraged through email or letters	Different charges applicables to groups: -Primary Schools -Secondary Schools -Colleges/ Universities -Their Teachers and Lecturers	Within 5 days
Educational programmes and services to various groups. These include: • Slide shows, films and videos - or illustrated talks on variety of topics i.e. plants, animals, environment, pre-history, peoples of Kenya and culture. • Gallery Talks and Guided Tours on various topics • Specials programmes offered each term to schools within the vicinity of our regional museums. Schools are notified at the beginning of each term. Target groups include: Schools, Colleges, and Universities.	Written requests are encouraged through email or letters	Free	Within 1 week
HIRE FACILITIES For meetings, conferences, garden parties, outdoor entertainment, Product launches etc.	Bookings done through phone calls, email and letters	Different rates applicable to different spaces.	1day

WE ARE COMMITTED TO EXCELLENCE IN SERVICE DELIVERY

In cases where service delivery is perceived to be inefficient or ineffective complaints should be reported to:

Director General, National Museums of Kenya
P.O Box 40658-00100 Nairobi
Tel: (020) 3742131/4 or 3742161/4
Fax: +254 020 3741424
Email: complaints@museums.or.ke or publicrelations@museums.or.ke
www.museums.or.ke

NATIONAL MUSEUMS OF KENYA
WHERE HERITAGE LIVES ON

ISO 9001:2008 CERTIFIED