

NATIONAL MUSEUMS OF KENYA CITIZEN'S SERVICE DELIVERY CHARTER

SERVICES RENDERED	REQUIREMENTS	CHARGES (KSHS)	TIMELINES
Attend to general/ specific enquiries and customer care	Cooperation from members of the public	Free	Within 10 minutes
Telephone, electronic communication and written communication	Able to communicate in simple English and Kiswahili	Free	Answer telephone within 10 seconds Letters within 7 days Email within 3 days
AUDIOVISUAL PRODUCTIONS			
Productions on culture, promotion of museums, public awareness on environmental issues etc.	Written requests encouraged through email or letters. Production of documentaries in collaboration with organizations	Archaeological DVDs Kshs. 1000 Kshs. 200,000	Within 3 days
CASTING			
Casts are ideal for museum exhibits, as aids for teaching and for research purposes. The casts can be ordered in either fiber-glass (natural or neutral colors) or in Plaster of Paris	Written requests encouraged through email or letters	Different rates are applicable for different casts. For more information contact Castings Department.	Within 1 month
FILMING			
Commercial filming of various museums, sites and monuments	Written requests encouraged through email or letters	USD 1,500 (4 hours) USD 3,000 (8 hours) (Rates vary depending on shooting location)	Within 1 week
Non Commercial filming		Kshs. 30,000 (4 hours) Kshs. 60,000 (8 hours)	
Filming in the Directorate of National Repository & Research		Kshs. 120,000 (8 hours)	
TRAINING AND CONSULTANCY			
Conduct research, disseminate and document cultural information and offer technical advice on cultural development matters		Available on request dependent on type of consultancy	
EDUCATION TOURS			
(Monday- Friday)	Walk in/ Written requests encouraged through email or letters	Rates vary depending on specific museum visited	Within 5 days
Education programmes & Services to various groups. These include:	Written requests encouraged through email or letters	Free	Within 1 week
<ul style="list-style-type: none"> ● Special Education programs ● Historical Tours and Guided Gallery Talks 	Book at least 1 week in advance through written request on area of interest Bookings done through phone calls, email and letters	Different rates apply	
HIRE OF FACILITIES:			
For Auditorium meetings, Conferences, Garden parties, Outdoor entertainment, Product launches etc	Bookings done through phone calls, email and letters	Different rates are applicable to different spaces. For more information contact PR and Marketing Office	1 day 3 days (if request done over weekend)
ACCESS TO LIBRARY AND ARCHIVE SERVICES			
	Written requests	Request rates on application	Within 1 week
RESEARCH AFFILIATION IN DNR&R			
	Written requests		Within 1 week
SPECIMEN IDENTIFICATION			
	Written requests		1 month
STUDENT ATTACHMENT			
	Written requests		Within 1 week
BENCH FEES			
	Written requests		

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or an officer who does not live up to the commitment to excellence should be reported to:

**The 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 /
publicrelations@museums.or.ke
Website: www.museums.or.ke**

**Commission On Administrative Justice,
West End Towers, 2nd Floor,
Waiyaki Way Westlands,
P.O Box 20414-00200 Nairobi.
Tel: +254 20 2270000
Toll free Number 0800221349,
SMS Short-Code Number 15700
Website: www.ombudsman.go.ke**