



PRIVATIZATION COMMISSION

Enhancing Kenya's Productive Capacity

SERVICE CHARTER



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INTRODUCTION

The Privatization Commission would like to ensure that the services it provides not only meets but exceeds the expectations of its customers and stakeholders. In this respect, this Charter puts in place service standards that will guide the Commission to provide quality services to its customers and the general public. The Commission expects that its service delivery will continuously improve through feedback from its stakeholders.

ORGANIZATION PROFILE

The Privatization Commission is a statutory body established under the Privatization Act, 2005, which came into force on 1st January, 2008. The Commission is governed by Commission Members and staff headed by the Executive Director/Chief Executive Officer (ED/CEO).

OUR VISION

A world class privatization agency, innovatively transforming public enterprises for accelerated economic growth.

OUR MISSION

To unlock the potential of public enterprises through a well-designed Privatization Programme to meet desired national objectives.

PHYSICAL ADDRESS

Our Offices are located at the Extelcoms House, 11th Floor, Haile Selassie Avenue, Nairobi.

OFFICIAL WORKING HOURS

Our official working hours are from 8.00 a.m. – 5.00 p.m. on weekdays with a one hour break between 1.00 p.m. and 2.00 p.m.

Visiting hours are:

Morning	8.00 a.m. – 1.00 p.m
Afternoon	2.00 p.m. – 5.00 p.m

OUR ADDRESS AND OTHER CONTACT DETAILS

The Privatization Commission

P. O. Box 34542 - 00100 NAIROBI

Tel: +254 20 2212346/7/8

Email: info@pc.go.ke

Website: www.pc.go.ke

THE PURPOSE OF THE CHARTER

The Service Charter aims at enhancing participation of stakeholders in the quality management of the privatization programme in Kenya. This is possible when the Stakeholders are aware of the Commission's commitment to them and what role they are expected to play. The Charter sets out the standards customers and other stakeholders can expect from the Privatization Commission and explains modalities of getting information from the Commission. It also outlines how stakeholders can complain within their rights and offer advice on how the Commission can provide better services.

MAIN FEATURES OF THE CHARTER

1. The mandate of the Commission
2. The Commission's core functions
3. Customers and other stakeholders
4. Commitment to customers and other stakeholders
5. Commitment to environmental conservation
6. Mechanism for seeking remedy
7. Monitoring and evaluation

COMMISSION'S MANDATE

The Privatization Commission is established as a corporate body under the Privatization Act, 2005. The mandate of the Commission is to formulate, manage and implement Kenya's Privatization Programme. The Programme consists of the list of investments approved for privatization under the Privatization Act.

COMMISSION'S CORE FUNCTION

The commission's core functions are as follows:

1. Formulate, manage and implement the Privatization Programme;
2. Make and implement specific proposals for privatization in accordance with the Privatization Programme;
3. Carry out such other functions as are provided for under the Act; and
4. Carry out such other functions as the Commission considers advisable to advance the Privatization Programme.

To discharge these functions, the Commission has Board Members who provide strategic direction..

STATEMENT OF INTENT

We will endeavour to create a conducive environment for all our staff through adoption of the best work practices and motivation of staff so that they can deliver superior value to our customers.

WORKING WITH OUR SERVICE PROVIDERS

We will work with all stakeholders in ensuring effective, coordinated and well harmonized service delivery as we manage the Privatization Programme.

ZERO TOLERANCE TO CORRUPTION

Upholding our integrity, we commit to make our working environment corruption-free by adhering to laid down rules and regulations, the law and professional ethics at all times.

PRINCIPLES OF THE SERVICE CHARTER

In compliance with Article 10 of the Constitution of Kenya; and in line with the National Values and Principles of Governance, our service delivery upholds human dignity and human rights, ensures equality and equity, enhances social justice and inclusiveness, is non-discriminatory and protects the marginalized. To achieve this, we are guided by the following:

1	Integrity	The Commission employs the highest ethical standards demonstrating honesty and fairness in every action taken;
2	Transparency	the Commission is open in its decisions and actions;
3	Accountability	the Commission takes full responsibility for its actions that relate to its customers and employees. The Commission takes responsibility ;for its performance in all its decisions and actions
4	Professionalism	the Commission upholds professional ethics in discharging its mandate;
5	Fairness	the Commission acts justly, affords adequate and equal opportunities to all; and Inclusiveness – the Commission involves stakeholders in decision making; and
6	Environmental Protection	the Commission ensures protection of the environment in all our activities.

OUR STANDARDS

Based on the Commission's mandate, all our customers can expect good governance, transparency, accountability and efficient management of the Privatization Programme. Our main stakeholders and our commitments to them are:

1	Public Institutions Identified for Privatization	<ul style="list-style-type: none">• Adequate time for consultations and submission of required information and clarification;• Timely approval of all requests;• Responses to all queries within seven days;• Consultations to ensure inclusiveness and ownership of privatization process
2	Parent Ministry of Institution Identified for Privatization	<ul style="list-style-type: none">• Adequate time for consultations and submission of required information and clarification;• Responses to all queries within seven days;• Consultations to ensure inclusiveness and ownership of privatization process.
3	Investing Public	<ul style="list-style-type: none">• Fairness and transparency;• Value for money;• Responses to all queries within seven days.

4	Market Regulators	<ul style="list-style-type: none"> • Adequate consultations; • Timely submission of request for approvals; • Responses to all queries within seven days; • Sharing of market information.
5	Kenyan Public	<ul style="list-style-type: none"> • Value for money; • Responses to all queries within seven days; • Transparency and accountability in implementing the programme
6	Staff	<ul style="list-style-type: none"> • Fairness and equity; • Improved working environment; • Performance-based reward and sanction system; • Continuous capacity building; • Environment which nurtures professionalism and independent thinking.
7	Kenya National Audit Office	<ul style="list-style-type: none"> • Total compliance with financial regulations; • Response to audit queries within seven working days

8	National Treasury and Planning	<ul style="list-style-type: none"> • Regular review of the Privatization Programme; • Timely preparation and submission of detailed privatization proposals; • Timely preparation of budgets, performance contracts and related reports; • Timely request for statutory and other approvals and reports; • Total compliance with financial regulations; • Value for money; • Adequate time for consultations and submission of required information and clarifications; • Responses to all queries within seven days;
9	Suppliers	<ul style="list-style-type: none"> • Transparency and fairness; • All payments within the stipulated contract period; • Communicating within seven days after tender award.

OUR RESPONSIBILITIES

The Commission identified the following responsibilities to better serve its customers:

1. To pay due attention and respect to customers and uphold personal dignity;
2. To be honest and helpful;
3. To uphold professionalism in its work;
4. To be action oriented and sensitive to the needs of its customers;

5. To provide necessary information to customers within the shortest possible time;
6. To respond to mail promptly – within seven working days upon receipt;
7. To deal promptly with appointments and offer apologies in case of postponement or delay;
8. To treat all customers fairly and pay particular attention to those with special needs or physical challenges;
9. To uphold zero tolerance to corruption by not expecting, accepting or giving inducement to get services.

RESPONSIBILITIES OF OUR CUSTOMERS

The Commission expects its customers to observe the following responsibilities:

1. To be courteous and respectful to PC staff;
2. To be kind and polite to other customers;
3. To avail complete and precise information to enable the Commission to act accordingly and provide additional information when required to do so in due time;
4. Attend meetings punctually when invited;
5. To adhere to rules, regulations and guidelines;
6. Not to offer inducement by ways of gifts and favours to staff or to solicit the same in return for services;
7. To offer feedback on quality of services.

SHARED RESPONSIBILITIES

In order to enjoy satisfying relationship with its customers, the Commission expects that mutual respect, attention and patience will be sustained between all the parties.

Staff will always wear staff identification cards conspicuously displayed. Likewise visitors will be expected to display visitors badges provided at the Reception Desk.

STATEMENT ON COMMITMENT TO ENVIRONMENTAL CONSERVATION

The Commission is committed to providing quality service in a manner that ensures a safe and healthy workplace for the employees and minimizes potential impact on the environment. PC will operate in compliance with all relevant environmental legislations and will strive to use environmental best practices.

The Commission will:

- i. Integrate the environmental concerns and impacts into all decision making and activities;
- ii. Promote environmental awareness among employees and encourage them to work in an environmentally responsible manner;
- iii. Train, educate and inform employees about environmental issues that may affect their work;
- iv. Reduce waste through re-using and recycling and by purchasing recycled, recyclable or refurbished products and materials where these are available, economical and suitable;
- v. Promote efficient use of materials and resources at the Offices. These include water, electricity and other resources, particularly those that are non-renewable;
- vi. Avoid unnecessary use of hazardous materials and products;
- vii. Purchase and use environmentally friendly products;
- viii. Communicate these environmental commitment to clients, customers and the public; and
- ix. Continually seek to improve environmental performance by monitoring progress annually.

REVIEW OF THE CHARTER

This Charter will be reviewed as the need arises to keep abreast with new developments and to accommodate any lessons learnt from its implementation in keeping with the changing business environment.

The Commission therefore encourages its clients and stakeholders including staff to use the proposed mechanism to engage the Commission in constructive dialogue about

the standards it aspires to achieve, and how users can contribute to setting them in order to build on the service delivery system and deliver to Kenyans an effective Privatization Programme.

FEEDBACK

There is always room for improvement and the Commission welcomes comments and suggestions about its services. PC encourages those writing to identify themselves and guarantees utmost confidentiality in handling such information including personal names and details.

Comments and suggestions should be dropped in the Suggestion Box or sent to:

The Executive Director/CEO

Privatization Commission,

P. O. Box 34542-00100

NAIROBI

Tel: +254 20 2212346/7/8

E-Mail: info@pc.go.ke

Website: www.pc.go.ke

HANDLING OF COMPLAINTS

In cases where service delivery is perceived to be inefficient or ineffective, complaints should be reported to the Complaints Handling Officer through:

Telephone: +254 20 2212311

Email: complaints@pc.go.ke

Complaints can also be forwarded directly to:

The Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way

P.O. BOX 20414 - 00200

NAIROBI

Telephone: +254 20 2270000

+254 20 2303000

+254 20 2603765

+254 20 24411211

Email: complain@ombudsman.go.ke

Website: www.ombudsman.go.ke



INSTITUTION AND CURRENT PUBLIC SECTOR SHAREHOLDING	OBJECTIVES TO BE ACHIEVED THROUGH PRIVATIZATION
<p>1. Development Bank of Kenya Limited (DBKL): i.Industrial and Commercial Development Corporation: 89.3%</p>	<ul style="list-style-type: none"> To release funds invested by ICDC for lending to industry and other enterprises and mobilize necessary resources to support the Bank's future growth, support the growth and stability of the financial markets, enhance corporate governance and broaden shareholding.
<p>2. Consolidated Bank of Kenya Ltd. (CBKL): i. Kenya Deposit Insurance Corporation - 50.2% ii.State Corporations and other Government institutions: 48.8%</p>	<ul style="list-style-type: none"> To mobilize necessary resources to support the Bank's future growth; support the growth and stability of the financial sector; enhance corporate governance and broaden shareholding.
<p>3. Public Sector Owned/Controlled Sugar Companies: 1.Chemelil Sugar Company Ltd. i.Agricultural Development Corporation: 96.21% ii.Development Bank of Kenya 1.42% 2.South Nyanza Sugar Company (SONY) Ltd. i.Government of Kenya: 98.8% ii.Industrial & Commercial Development Corporation: 0.7% iii.Industrial Development Bank Capital: 0.3% 3.Nzoia Sugar Company Ltd. i.Government of Kenya: 97.93% ii.Industrial Development Bank Capital: 0.94% 4.Miwani Sugar Company Ltd. (Under receivership) i.Government of Kenya: 49% 5.Muhoroni Sugar Company Ltd. (Under receivership) i.Agricultural Development Corporation: 16.9% ii.DevelopmentBank of Kenya: 0.3%</p>	<ul style="list-style-type: none"> To enhance efficiency of the sugar sector and meet GoK/COMESA sugar safeguards commitment to privatize sugar companies. To raise funds for the rehabilitation of the sugar factories; and To address excess debt through necessary restructuring.
<p>4. Kenya Wine Agencies Ltd. Industrial and Commercial Development Corporation: 42.6%</p>	<p>To assure its continued viability.</p>
<p>5. Tourism Finance Corporation (TFC) Hotels 1.Kabarnet Hotel i.TFC: 98.2% 2.Mt. Elgon Lodge Limited i.TFC: 72.92% ii.Trans-Nzoia County: 27.08% 3.Golf Hotel Limited i.TFC: 80% ii.Kakamega County: 20% 4.Sunset Hotel Limited i.TFC: 95.4% ii.Kisumu County: 4.6%</p>	<ul style="list-style-type: none"> To mobilize resources to rehabilitate and modernize existing facilities; To raise funds to finance the industry through loans and other investments by TFC; To identify and address the best option for ownership and management of hotels owned by TFC.

INSTITUTION AND CURRENT PUBLIC SECTOR SHAREHOLDING	OBJECTIVES TO BE ACHIEVED THROUGH PRIVATIZATION
<p>5. Kenya Safari Lodges and Hotels: i. TFC: 63.42% ii. Kenya Wildlife Services: 0.02% TFC Associated Companies: 1. International Hotels Kenya Ltd. TFC: 40%; 2. Kenya Hotels Properties Ltd. TFC: 33.83%; 3. Mountain Lodge Ltd. TFC: 39.11%; and 4. Ark Ltd. TFC: 5.64%</p>	
<p>6. Agro-Chemical and Food Corporation i. Agricultural Development Corporation: 28.2% ii. Industrial and Commercial Development Corporation: 28.8%</p>	<p>To address financial and management resource needs and the company's excess debt.</p>
<p>7. Kenya Meat Commission (KMC) Government of Kenya: 100%</p>	<p>To address KMC's future viability and the required financial and management resources through restructuring and privatization.</p>



<p>MALENGO YATAKOTIMIZWA KUPITIA UBINAFSHAI</p>			<p>Kushughulikia uhabiti wa KMC kibashara katika siku za usoni na rasimali za kifedha na za ustamizi zinazohitajika kupitia urekebishaji muuno na ubinafsishaji.</p>
<p>SHIRIKA NA KIWANGO CHA UMILIKAJI WAKE NA SEKTA YA UMMA</p>	<p>5. Kenya Safari Lodges and Hotels: i. TFC: Asilimia 63.42 ii. Kenya Wildlife Services: Asilimia 0.02 TFC Associated Companies: TFC: Asilimia 40 TFC: Asilimia 40 1. International Hotels Kenya Ltd. TFC: Asilimia 40 2. Kenya Hotels Properties Ltd. TFC: Asilimia 33.83; 3. Mountain Lodge Ltd. TFC: : Asilimia 39.11; na 4. Ark Ltd. TFC: Asilimia 5.64</p>	<p>6. Agro-Chemical and Food Corporation i. Agricultural Development Corporation: Asilimia 28.2 ii. Industrial and Commercial Development Corporation: Asilimia 28.8</p>	<p>7. Kenya Meat Commission (KMC) Senkali ya Kenya: Asilimia 100</p>

<p>SHIRIKA NA KIWANGO CHA UMILIKAJI WAKE NA SEKTA YA UUMA</p>	<p>UBINAFAISHAJI MALENGO YATAKOTIMIZWA KUPITIA</p>
<p>1. Development Bank of Kenya Limited (DBK): Industrial and Commercial Development Corporation: Asilimia 89.3</p>	<p>1. Development Bank of Kenya Ltd. (CBK): i. Kenya Deposit Insurance Corporation - Asilimia 50.2 ii. State Corporations and other Government institutions: Asilimia 48.8</p>
<p>2. Consolidated Bank of Kenya Ltd. (CBK): i. Kenya Deposit Insurance Corporation - Asilimia 50.2 ii. State Corporations and other Government institutions: Asilimia 48.8</p>	<p>2. Public Sector Owned/Controlled Sugar Companies: 1. Chemelli Sugar Company Ltd. Agricultural Development Corporation: Asilimia 96.21 Development Bank of Kenya Asilimia 1.42 2. South Nyanza Sugar Company (SONY) Ltd. i. Government of Kenya: Asilimia 98.8 Industrial & Commercial Development Corporation: Asilimia 0.7 ii. Industrial Development Bank Capital: Asilimia 0.3 3. Nzoia Sugar Company Ltd. i. Government of Kenya: 97.93% ii. Industrial Development Bank Capital: Asilimia 0.94 4. Mwai Sugar Company Ltd. i. Government of Kenya: Asilimia 49 (Under receivership) 5. Muhoroni Sugar Company Ltd. (Under receivership) Agricultural Development Corporation: 16.9 ii. Development Bank of Kenya: Asilimia 0.3</p>
<p>3. Public Sector Owned/Controlled Sugar Companies: 1. Chemelli Sugar Company Ltd. Agricultural Development Corporation: Asilimia 96.21 Development Bank of Kenya Asilimia 1.42 2. South Nyanza Sugar Company (SONY) Ltd. i. Government of Kenya: Asilimia 98.8 Industrial & Commercial Development Corporation: Asilimia 0.7 ii. Industrial Development Bank Capital: Asilimia 0.3 3. Nzoia Sugar Company Ltd. i. Government of Kenya: 97.93% ii. Industrial Development Bank Capital: Asilimia 0.94 4. Mwai Sugar Company Ltd. i. Government of Kenya: Asilimia 49 (Under receivership) 5. Muhoroni Sugar Company Ltd. (Under receivership) Agricultural Development Corporation: 16.9 ii. Development Bank of Kenya: Asilimia 0.3</p>	<p>3. Kenya Wine Agencies Ltd. Industrial and Commercial Development Corporation: Asilimia 42.6</p>
<p>4. Kenya Wine Agencies Ltd. Industrial and Commercial Development Corporation: Asilimia 42.6</p>	<p>4. Tourism Finance Corporation (TFC) Hotels 1. Gaboriet Hotel TFC: Asilimia 98.2 2. Mt. Elgon Lodge Limited TFC: Asilimia 72.92 iii. Trans-Nzoia County: Asilimia 27.08 3. Golf Hotel Limited TFC: Asilimia 80 ii. Kakamega County: Asilimia 20 4. Sunset Hotel Limited TFC: Asilimia 95.4 ii. Kisumu County: Asilimia 4.6</p>
<p>5. Tourism Finance Corporation (TFC) Hotels 1. Gaboriet Hotel TFC: Asilimia 98.2 2. Mt. Elgon Lodge Limited TFC: Asilimia 72.92 iii. Trans-Nzoia County: Asilimia 27.08 3. Golf Hotel Limited TFC: Asilimia 80 ii. Kakamega County: Asilimia 20 4. Sunset Hotel Limited TFC: Asilimia 95.4 ii. Kisumu County: Asilimia 4.6</p>	<p>5. Kuhakikisha imesimama imara kibashara.</p>
<p>6. Development Bank of Kenya Ltd. (DBK): Industrial and Commercial Development Corporation: Asilimia 89.3</p>	<p>6. Kenya Wine Agencies Ltd. Industrial and Commercial Development Corporation: Asilimia 42.6</p>
<p>7. Consolidated Bank of Kenya Ltd. (CBK): i. Kenya Deposit Insurance Corporation - Asilimia 50.2 ii. State Corporations and other Government institutions: Asilimia 48.8</p>	<p>7. Public Sector Owned/Controlled Sugar Companies: 1. Chemelli Sugar Company Ltd. Agricultural Development Corporation: Asilimia 96.21 Development Bank of Kenya Asilimia 1.42 2. South Nyanza Sugar Company (SONY) Ltd. i. Government of Kenya: Asilimia 98.8 Industrial & Commercial Development Corporation: Asilimia 0.7 ii. Industrial Development Bank Capital: Asilimia 0.3 3. Nzoia Sugar Company Ltd. i. Government of Kenya: 97.93% ii. Industrial Development Bank Capital: Asilimia 0.94 4. Mwai Sugar Company Ltd. i. Government of Kenya: Asilimia 49 (Under receivership) 5. Muhoroni Sugar Company Ltd. (Under receivership) Agricultural Development Corporation: 16.9 ii. Development Bank of Kenya: Asilimia 0.3</p>

UCHAMBUZI WA MKATABA

Mkataba huu utachambuliwa uhitaji unapotokea ili kenda sambamba na matukio mapya na ili kushughulikia mafunzo yoyote yaliyopatikana kutokana na utekelezaji wake katika kenda sambamba na mazingira ya kibiasara yanayobadilika. Tume hii hivi basi inahimiza wateja wake na washika dau wakiwemowafanyika! wake kutumia mbinu ili yopendekeza ili kushirikisha tume hii katika majadala inayoenga kuhusu viwango inatarajia kutekeleza na jinsi watumaji wanaweza kuchangia katika kuziweka ili kujenga mfumo wa utocaji huduma na kuwapa Wakenya mradi mwafaka wa ubinafsishaji.

MAONI

Wakati wote nafasi ya kumarika ipo na Tume inakaribisha maoni na mpendekezo yoyote kuhusu huduma zake. Tume ya Ubinafsishaji inawahimiza wanaoandika kwetu kujitambuliisha na inatoa hakikisho kuzingatia usiri mkubwa katika kushughulikia arifa hizo, ikiwemo majina na maelezo. Maoni na mpendekezo yanataa kuweka kwenye kisanduku cha maoni ama kutumwa kwa:

Mkugenzi Mkuu/Aisa Mkuu Mwendaji

Tume ya Ubinafsishaji

S.L.P 34542-00100

NAIROBI

SIMU: +254 20 221 234 6/7/8

Barua pepe: into@pc.go.ke

Tovuti: www.pc.go.ke

KUSHUGHULIKIA MALALAMIKO

Katika hali ambapo utocaji huduma unakonkana kuwa haufai au hausaidii, malalamishi yanataa kushitakiwa kwa Aisa anayeshughulikia malalamishi kupitia:

Simu: +254 20 221 2311

Barua pepe: complaints@pc.go.ke

Malalamiko pia yanaweza kuelekezwa kwa:

Tume ya Haki za Kiotawala

Orofa la pili, West End Towers, Waiyaki Way

S.L.P 20414 - 00200, NAIROBI.

Simu : +254 20 2270000

+254 20 2303000

+254 20 2603765

+254 20 24411211

Barua pepe: complain@ombudsman.go.ke

Tovuti: www.ombudsman.go.ke



!!! iweze kusherehekea uhusiano mzuri na wateja wake, tume inatarajia kwamba kuheshimiana, uangalifu na uvumilivu vitadumishwa baina ya wahusika wote. Wafanyakazi watavaa vitambuliisho vya kazi wakati wote na viwe vinakonkana wazi. Viyo hivyo, wageni watatarajiwa kuonyeshana beji za wageni zinazotolewa katika kituo cha mapokezi.

KAUJI YA UWAJIBIKAJI KWA UHIFADHI WA MAZINGIRA

Tume imewajibika kutoa huduma bora kwa njia inayohakikisha mazingira salama na safi kwa wafanyakazi na inayopunguza madhara kwa mazingira. Tume ya Ubinafsishaji itazingatia sheria zote zinazohusu mazingira na itawania kutumia mbinu bora za kazi zizozodhuru mazingira. Tume ita:

1. Jumuishwa mashaka na madhara kuhusu mazingira katika mamuzi na vitendo vyake vyote;
2. Endeleza uhamasisho wa kimazingira kati ya wafanyakazi na kuwapa moyo wazidi kufanya kazi njia inayohifadhi mazingira;
3. Ekeza, funza na juza wafanyakazi kuhusu masuala ya mazingira yanayoweza kuathiri kazi zao;

4. Punguza takataka kwa kuzitumia tena na kutengeneza upya na kwa kununua bidhaa na mali-ghafi zilizotengenezwa upya, zinazoweza kutengenezwa upya na zilizorekebishwa pahali zinapatikana kwa urahisi, haziko ghali sana na zinazostahili;
5. Kukua matumizi bora ya mali-ghafi na rasimilimii kwenye ofisi. Hii inajumuishwa maji, umeme na rasimilimii zingine hususa zile zilizoweza kutumika tena;
6. Epuka matumizi isiyolazima ya mali-ghafi na bidhaa hatari;
7. Kununua na kutumia bidhaa zinazotunza mazingira;
8. Wasilisha wajibu huu kwa mazingira kwa wateja, na umma; na kuendelea kutafuta kuboresha hali ya mazingira kwa kutuathilia maendeleo kila mwaka.

Tume iliitambua majukumu yafuatayo ili iweze kuwahudumia vyema zaidi wateja wake:

1. Kuwa na uangalifu unaostahili na heshima kwa wateja na kudumisha hadhi ya kibinafsi;
2. Kuwa waaminifu na wasaidizi;
3. Kudumisha utaalimu katika utendakazi wake;
4. Kuzoea kuchukua hatua na kujali mahitaji ya wateja wake;
5. Kutoa habari inayohitajika kwa wateja katika muda mfuji iwezekanavyo;
6. Kujibu barua pepe bila kukawia katika muda wa siku saba za kufanya kazi baada ya kuipokea;
7. Kushughulikia upesi ahadi za kuonana na kuomba msamaha kama kuna ucheleweshaji au uahirishaji;
8. Kuwashughulikia wateja wote bila mapendeleo na kuwapa uangalifu zaidi walio na mahitaji ya kipekee au wenye ulemavu; na

9. Kudumisha kutovumilia ufsadi kwa kutotarajia, kutokubali au kutotoa ushawishi ili kupata huduma.

MAJUKUMU YA WATEJA WETU

Tume hii inatarajia wateja wake kutekeleza majukumu yafuatayo:

1. Kuwa wenye adabu na staha kwa wafanyakazi wa tume ya ubinafsishaji;
2. Kuwa wenye fadhili na unyenyekevu kwa wateja wengine;
3. Kutoa habari kamili na sahihi ili kuwepesha tume kuchukua hatua ifayo na kutoa habari zaidi wanapohitajika kufanya hivyo kwa muda unaofaa;
4. Kuhudhuria mikutano bila kuchelewa wanapodilikwa;
5. Kufuta kanuni, sheria na miongozo;
6. Kutoshawishi kwa kupanaa zawadi na kuonyesha kupendelea kwa wafanyakazi au kufanya viyo hivyo ili wapate huduma; na
7. Kutoa maoni kuhusu ubora wa huduma.

<ul style="list-style-type: none"> • Uwazi na usawa • Malipo yote ndani ya muda uliowekwa kwenye mkataba • Kuwasiliana ndani ya muda wa siku saba baada ya zabuni 	<p style="text-align: center;">Wauzaji</p>	<p style="text-align: center;">9</p>
<ul style="list-style-type: none"> • Uchambuzi wa mara kwa mara wa mpango wa ubinafsishaji • Kutayarisha na kuwasilisha maelezo ya kina ya mapendekezo ya ubinafsishaji kwa wakati mwataka • Kutayarisha bajeti, mikataba ya utendakazi na ripoti zinazohusiana kwa wakati mwataka • Kutuma maombi ya hati za kisheria na dhini nyinginezo na ripoti kwa wakati mwataka • Kufuta kwa kikamilifu kanuni za usimamizi fedha • Thamani kwa pesa • Wakati tosha wa mashauriano na kuwasilisha habari zinazohitajika na utafanuzi • Majibu kwa maswali yote katika muda wa siku saba 	<p style="text-align: center;">Hazina ya Kitifa na Mipango</p>	<p style="text-align: center;">8</p>



3	Umma unaowekeza	<ul style="list-style-type: none"> • Usawa na uwazi • Thamani kwa pesa • Majibu kwa maswali yote katika muda usiozidi siku saba.
4	Warekebishaaji wa masoko	<ul style="list-style-type: none"> • Mashauriano tosha • Uwasilishaji wa ombi la kibali katika wakati mwafaka • Majibu kwa maswali yote katika muda usiozidi siku saba.
5	Umma wa Kenya	<ul style="list-style-type: none"> • Thamani kwa pesa zao • Majibu kwa maswali yote katika muda usiozidi siku saba • Uwazi na uwajibikaji katika utekelezaji wa mpango huo.
6	Wafanyikazi	<ul style="list-style-type: none"> • Haki na usawa • Mazingira ya kazi yaliyoimarishwa • Mfumo wa haki unaoanza na kuadhibu kulingana na
7	Ofisi ya Kitaifa ya Ukaguzi wa Hesabu ya Kenya	<ul style="list-style-type: none"> • Kutekeleza kikamilifu kanuni za usimamizi wa fedha • Kujibu maswali yanayohusiana na ukaguzi katika muda wa siku saba za kazi

KANUNI ZETU

Kulingana na jukumu la Tume, wateja wetu wote wanaweza kutarajia usimamizi bora, uwazi, uwajibikaji na usimamizi mwafaka wa mpango wa ubinafsishaji. Washika dau wetu wakuu na wajibu wetu kwao ni:

1	<p>Taasisi za umma zilizotengwa kubinafsishwa</p> <ul style="list-style-type: none"> • Wakati tosha wa mashauriano na kuwasilisha habari inayotakikana na kufanya utafanuzi. • Kuidhinishwa kwa maombi yote kwa wakati mwafaka. • Majibu kwa maswali yote katika muda usiozidi siku saba. • Mashauriano kuhakikisha ushirikishaji na umiliki wa mpango wa ubinafsishaji. 	
2	<p>Wizara husika za mashirika yaliyotengwa kubinafsishwa</p> <ul style="list-style-type: none"> • Wakati tosha wa mashauriano na kuwasilisha habari inayotakikana na kufanya utafanuzi. • Majibu kwa maswali yote katika muda usiozidi siku saba. • Mashauriano kuhakikisha ushirikishaji na umiliki wa mpango wa ubinafsishaji. 	

Kuambatana na kipengee 10 cha Katiba ya Kenya na kuilingana na maadili ya kitaifa na kanuni za usimamizi bora, utoa! huduma wetu unaiua taadhima ya binaadamu na haki za kibandamu, huhakikisha usawa na haki, huimarisha haki ya kijamii na ujumuishaji, haibagui na huteda waliotengwa. Kutimiza haya, tunaongozwa na yafuatayo:

- i. Uadilifu** - Tume inazingatia maadili ya kiwango cha juu ikidhihisha uaminifu na usawa katika kila kitendo;
- ii. Uwazi** - Tume iko wazi katika mamuzi yake na vitendo vyake;
- iii. Uwajibikaji** - Tume hii inachukua wajibu wote kwa vitendo vyake vinauyohusiana na wateja na wafanyakazi wake. Tume inachukua wajibu kwa utendaji wake katika mamuzi yake yote na vitendo vyake yote;
- iv. Utadainu** - Tume hufuata maadili ya kitaaluma katika utekelezaji wa wajibu wake;
- v. Usawa** - Tume huzingatia haki, hutoa nafasi tosha na sawa kwa wote;
- vi. Ushirikishaji** - Tume inahusisha washika dau katika mamuzi; na
- vii. Uhifadhi wa mazingira** - Tume inahakikisha uhifadhi wa mazingira katika kazi zake zote.



Katika kuonyesha uadilifu wetu, tunachidi kufanya mazingira yetu kazini kuwa bila ufsadi kwa kufuta amri na masharti yaliyowekwa, sheria na maadili ya kitaaluma kila wakati.

KUKATAA KABISA UFIADI

Tutanya kazi na wadau wote katika kuhakikisha utoa huduma madhubuti, ulioshirikishwa vyema na wenyewe umojia tunaposimamia Mpango wa Ubinafsishaaji.

KUFANYA KAZI NA WAHDUMU WETU

Tutajitahidi kujenga mazingira mazuri kazini ya wafanyakazi wetu wote kwa kufuta bora za utendaaji kazi na kuwatia motisha ili waweze kutoa thamani bora kwa wateja wetu.

KAUJI YA NIA

!!! iweze kutekeleza majukumu haya, Tume ina Wanachama wa Bodi ambao hutoa mwongozo mwafaka.

yanafaa ili kuendeleza mpango wa Ubinafsishaaji.

4. Kutekeleza majukumu mengine ambayo Tume inaona

3. Kutekeleza majukumu mengine yaliyoidhinishwa na Sheria;

ubinafsishaaji kulingana na Mpango wa Ubinafsishaaji;

2. Kutengeneza na kutekeleza mapendekezo madulumu ya

1. Kubuni, kusimamia na kutekeleza Mpango wa Ubinafsishaaji;

Kazi kuu za Tume ni kama ifuatavyo:

KAZI KUU ZA TUME

chini ya Sheria ya Ubinafsishaaji.

unajumisha orodha ya mashirika yaliyoidhinishwa kubinafsisha

na kutekeleza mpango wa ubinafsishaaji wa Kenya. Mpango huu

ya ubinafsishaaji ya 2005. Wajibu wa tume hii ni kubuni, kusimamia

Tume ya Ubinafsishaaji imestawishwa kama shirika chini ya Sheria

WAJIBU WA TUME

7. Ufuatiliaji na utathmini

6. Mbinau ya kutafuta suluhu

5. Uwajibikaji kwa uhifadhi wa mazingira

4. Ahadi kwa wateja na washikadau wengine

3. Wateja na washikadau wengine.

2. Kazi kuu za Tume

1. Wajibu wa Tume

SEHEMU KUU ZA MKATABA

Mkataba wa utoa! Huduma unalenga kuboresha kushiriki kwa washika dau katika usimamizi bora wa mpango wa ubinafsisha! nchini Kenya. Hii! inawezekana wakati washika dau wanafahamu uwajibi! wa Tume kwa na ni! juumu gani wanatarajiwa kutekeleza. Mkataba huu unaweka viwango vya ubora wa huduma ambavyo wateja na washika dau wanaweza kutarajiwa kutoa kwa Tume ya Ubinafsisha! na unaeleza utaratibu wa kupata habari kutoa kwa Tume. Unaeleza pia jinsi washika dau wanaweza kuliamika kulingana na haki zao na kutoa mawaidha ya jinsi Tume yaweza kutoa huduma bora zaidi.

LENGO LA MKATABA

Simu: +254 20 2212346/7/8
Barua Pepe: info@pc.go.ke
Tovu!i: www.pc.go.ke

Tume ya Ubinafsisha!
S.L.P 34542 - 00100, NAIROBI

ANWANI YETU NA MAELEZO MENGINE YA MAWASILIANO

Alasiri	8.00 alasiri - 11.00 jioni
Asubuhi	2.00 asubuhi - 7.00 mchana

Nyakati zetu rasmi za kufanya kazi ni kuanzia saa mbili asubuhi hadi saa kumi na moja jioni siku za wiki kukiwa na saa moja ya mapumziko kati ya saa saba na saa nane mchana. Masa ya kutembelea ni:

NYAKATI RASMI ZA KAZI

Afisi zetu ziko katika jumba la Extelecoms, Orola la 11, Barabara ya Hailie Selassie, Nairobi.

AFISI ZETU

Kukwama uwezo wa ufanisi wa mashirika ya Umma kupitia Mpango madhubuti wa Ubinafsishaji ili kutimiza malengo ya kitaifa.

WITO WETU

Shirika la ubinafsishaji lenye ujuzi wa kimataifa, ambalo kwa ubunifu, linabadilisha mashirika ya umma kwa ajili ya ukwaji haraka wa uchumi.

MAONO YETU

Tume ya Ubinafsishaji ni shirika la kisheria katika Wizara ya Fedha lililoundwa chini ya Sheria ya Ubinafsishaji, 2005 ambayo lilianza kutumika mnamo 1 Januari, 2008. Tume inaongozwa na Wanachama wa Tume na pia usimamizi unaoongozwa na Mkurugenzi Mkuu/Afisa Mkuu Mtendaji.

MALEZO KUHUSU TUME

Tume ya Ubinafsishaji inpenda kuhakikisha kwamba huduma inazotoa sio tu zinatoshleza bali zinazidi matarajio ya wateja na washirika dau. kwa sababu hiyo, mkataba huu unaweka kanuni zitakazoongoza Tume kutoa huduma za hali ya juu kwa wateja wake na umma kwa jumla. Tume inatarajia kuwa utofaji huduma utaendelea kuimarika kupitia maoni kutoka kwa washirika dau.

UTANGULIZI

Oktooba, 2019	PC/CA/CTR/001	PCO	4.0
Tarehe	Jina la shakabadi	Imarekebisha na	Toleo la



MKATABA WA UTOAJI HUDUMA

Kuimarsha Uwezo wa Uzalishaji wa Kenya

TUME YA UBINAFSISHAJI

