



THE PRESIDENT'S AWARD - KENYA

Proud to be

THE DUKE OF EDINBURGH'S
INTERNATIONAL AWARD

in Kenya



CITIZEN'S SERVICE DELIVERY

CHARTER

**#WORLD
READY**

Challenging Young People Everywhere



Table of Contents



- | | | | |
|----|---|----|-------------------------------------|
| 1. | Preamble | 5. | Our Staff Commitments |
| 2. | Objectives of the Charter | 6. | Customer Expectations |
| 2. | Mandate | 6. | Feedback Mechanism |
| 3. | Vision Statement | 7. | Service Delivery Standards |
| 3. | Mission Statement | 8. | Accessibility |
| 3. | Strategic Goals | 8. | Contact Information/Feedback Corner |
| 4. | Core Values | | |
| 4. | Service Overview | | |
| 4. | Customer Obligations | | |
| 5. | Our Pledge and Commitments to Our Customers | | |





PREAMBLE

PA-K is firmly committed to empowering young individuals by equipping them with essential life skills through our comprehensive service delivery framework. Central to this commitment is the utilization of the Award Program, specifically designed for youth aged 14-24.

Our Service Delivery Charter is a pillar to actively engaging young participants in self-development activities and community service, providing them with the tools, guidance, and support they need to thrive and make a positive impact on their lives and the community.

We recognize that our mission to empower young individuals with essential life skills can only be fully realized by actively involving and engaging with our diverse network of stakeholders. This collaborative effort is essential to achieve our strategic goals.



OBJECTIVES OF THE CHARTER

This Charter is a declaration of our commitment to providing quality services. It outlines the services rendered, requirements to obtain the services, costs, and timelines within which PA-K is constantly striving to improve service levels and foster closer relationships with our volunteers, assessors, participants, partners, and other stakeholders.

MANDATE

The Award has an operational mandate that emanates from the Duke of Edinburgh's International Award Foundation mandate. PA-K is licensed to operate the Award program and approve awards in Kenya in accordance with the Award principles of the Duke of Edinburgh's International Award for young people



OUR VISION



Reach young people in Kenya and equip them with life skills to succeed.

OUR MISSION



To provide and support a framework for non-formal education and learning that enables young people to discover their passion, purpose, and place in the world; lead healthy lifestyles; and make voluntary positive contributions to society.

STRATEGIC GOALS



1. Improve governance and organizational capacity.
2. Improve access and overcome barriers to the Award.
3. Increase the reach and depth of the Award.
4. Improve impact and quality of delivery.
5. Strengthening partnerships, linkages, and collaborations.



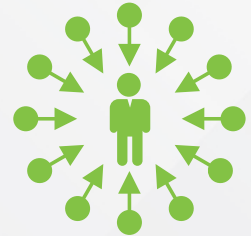
CORE VALUES



- Integrity



- Professionalism



- Customer Centered

SERVICE OVERVIEW

PA-K summary service overview;

- Award Program Facilitation
- License and Registration Services
- Participant Support
- Online Record Book Registration.
- Certification service

CUSTOMER OBLIGATIONS

- Uphold Professionalism, Dignity, and Integrity
- Treat Our Staff with Courtesy and Respect
- Give Feedback
- Participate in Random Surveys
- Observe and Respect Procedures, Rules, and Regulations
- Pay Requisite Fee



OUR PLEDGE AND COMMITMENT TO OUR CUSTOMERS

PA-K is committed to undertaking to fulfill the following commitments to our stakeholders, which include volunteers, assessors, participants, partners, and other individuals engaged with

PA-K's Award program. To uphold this commitment, we pledge the following:

- Respect and Dignity
- Open Communication
- Delegation and Empowerment
- Inclusivity
- Respect for Diverse Perspectives
- Responsive Handling
- Transparent Resolution
- Feedback for Improvement
- Realistic Pledge

OUR STAFF COMMITMENTS

Our staff shall:

- Uphold integrity, confidentiality, fairness and impartiality in service delivery;
- Embrace hospitality and warm greetings within the offices;
- Endeavour to attend to all telephone calls within practicable timelines;
- Respond to telephone calls in a polite, courteous, and professional manner



CUSTOMER EXPECTATIONS

Our commitments extend to upholding professionalism and integrity, ensuring effective and efficient service delivery, and embracing innovation in our approach. We pledge to provide timely and relevant information whenever you require it, handling your information and identity with the utmost confidentiality.

FEEDBACK MECHANISM

We believe that every client is entitled to prompt, considerate and efficient service. PA-K welcomes complaints, comments and suggestions pertaining to the performance of our functions, services and obligations as outlined in this Service Charter.: -



SERVICE DELIVERY STANDARDS

S/No	SERVICES RENDERED	CLIENT REQUIREMENTS	COST OF SERVICE	TIMELINE
1	Circulate Annual PA-K Circular	None	Free	End - January
2	License Agreement Document	Details of the Award Centre	Free	Continuous
3	Issuance Of License Certificate to Award Centres	Details of the Award Centre	Kshs. 5,000 Annual Subscription	Within 7 Working Days of Receipt Date
4	Issuance of Registration Forms to Participants	List of Participants	Kshs. 500 Per Participant	Within 7 Working Days of Receipt Date
5	Processing of Manual Record Books	Duly Filled Participants Registration Forms	Free	Within 7 Working Days
6	Registration of Award Centers and Award Leaders on Online Record Book	Award Centre Registration	Free	Within 2 Working Days After Registration
7	Processing of Certificates	Official Names and Details of Participants	Free	Within 10 Working Days
8	Tender Documents	Access to PA-K Website	Free	Within 1 Working Day
9	Issuance of Receipts to Stakeholders	Proof of Payment	Free	Within 2 Working Days
10	Response to Correspondence	Letters, Emails, Phone Calls, Social Media	Free	Within 7 Working Days After Receipt Date
11	Handling of Customer Complaints	Letters, Emails, Phone Calls, Social Media	Free	Within 14 Working Days
12	Dispatch of Letters and Parcels	Courier Services	Free	Mondays-Fridays 8AM -5PM
13	Approval of Adventurous Journey and Residential Projects	2 Weeks' Notice	Free	Within 2 Working Days

We are committed to courtesy and excellence in service delivery





ADDITIONAL INFORMATION

The President's Award-Kenya strives to adapt and evolve with the dynamic challenges faced by the youth of today. As we look ahead, we recognize the importance of sustainability, digital innovation, and global interconnectedness in our programming.

These elements are essential as we prepare our young people not just for the present, but for a future where they can be world-ready leaders and contributors to society.

To this end, we will continuously update our practices, seek out new partnerships, and build on our programs to stay relevant and effective. We invite all stakeholders, including alumni, government bodies, educational institutions, and non-profits, to join us in this endeavor. Together, we can create a legacy of positive change, one young person at a time.

CLOSING REMARKS

With our shared vision and collaborative efforts, we are confident that The President's Award-Kenya will remain a cornerstone in the personal and professional development of the young people we serve. We look forward to continuing this journey with you all.

Thank you for your continued support and engagement.

The President's Award-Kenya Team.



ACCESSIBILITY



WORKING HOURS

Monday to Friday
8.00 am. to 5.00 pm except on public
holidays.


CONTACT INFORMATION/ FEEDBACK CORNER


For any query or concern:



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SOCIAL MEDIA

 [The President's Award Kenya](https://www.facebook.com/ThePresidentAwardKenya)

 [The President's Award - Kenya](https://www.linkedin.com/company/ThePresidentAwardKenya)

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 www.presidentsaward.or.ke



THE PRESIDENT'S AWARD - KENYA

Proud to be



Our Location

15 Elgon Road, Upper Hill

Postal Address

P.O. Box 62185-00200, Nairobi, Kenya

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complaints@presidentsaward.or.ke

Website: www.presidentsaward.or.ke

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