

PROCEDURE FOR ACCESS TO INFORMATION

1. PURPOSE

The procedure provides detailed steps in handling and/or disseminating Access to Information enquiries from customers

2. SCOPE



Procedure for handling and/or disseminating Access to Information enquiries in PCK.

3. REFERENCES

-) PCK website
-) Access to Information Act No.31 of 2016
-) ISO 9001: 2015
-) G60 book
-) Customer Service Charter
-) Customer Service Manual
-) 7th Edition Guidelines , Commission on Administrative Justice
-) Risk register
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4. DEFINATIONS

-) G60 - Customer complaints/enquiries record book
-) ISO - International Organization for Standardization
-) Access to information - Includes all records held by a public entity or a body, regardless of the form in which the information is stored, its source or the date of production.
-) Information Access Officer- Any officer of a public institution designated under section 7 as such for implementation of the Access to Information Act.

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5.ABBREVIATIONS

J	PCK	Postal Corporation of Kenya
J	PMG	Postmaster General
J	GB & CS	Government Business & Customer Service
J	GM/GB&CS	General Manager, Government Business & Customer Service
J	M/CS	Manager, Customer Service
J	RPM's	Regional Post Master's
J	HPMR	Head Postmaster
J	PMR	Postmaster
J	CSR	Customer Service Representative
J	CCC	Corporate Call Centre
J	CS	Customer Service
J	CRM	Customer Relations Management System

6. RESPONSIBILITIES

The General Manager Government Business and Customer Service shall be responsible for the implementation of this procedure, risks and mitigation thereof.

7. PROCEDURE

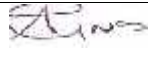

7.1 Customer enquiries/compliments from the public shall be received/solicited to the office of the PMG, Pmr's, Hpmr's, Customer Care/access to information help desks, counter officers and headquarter CSR's through letters, personal visits, telephone, email, and call centre, customercare/access to information help desks, social media and customer service headquarters.

7.2 Thereafter the officers shall analyze, attend & record all enquiries in the G60 in their Respective offices within the time frame as stipulated in the Customer Service Manual.

7.3 Officers in various areas shall ensure they give correct information to the Customers to avoid dissatisfaction.

7.4 The CSR's shall correctly record the calls received in the CRM after each call.

7.5 The webmaster in liaison with the various departments, shall continuously update the website with information received.

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7.6 The PMG/ M/CS/ M/CC shall make a decision on the application on Access to Information as soon as possible, but in any event, within twenty one days of receipt of the application.

7.7 Where information sought concerns the life or liberty of a person, the Information Access Officer shall provide the information within forty-eight hours on receipt of the application.

7.8 The access to information officer to whom a request is made may extend the period of response on a single occasion for a period of not more than fourteen days

7.9 An Access Information Officer may, not later than five days from the date of receipt of an application, transfer the application or any relevant part of it, to another public entity, if the information requested is held by that other public entity.

8.0 Where a decision is taken to provide the information applied for, an Access Information Officer shall send to the applicant a written response within fifteen working days on receipt of the application.

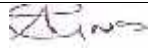

9.0 Access to information officers shall communicate feedback on concerns raised by contacting the customer through emails, telephone or social media as received from the customer. All enquiries handled at HQ and Regional offices shall be summarized in respective G60s. Cases will be closed once resolved.

8. DOCUMENTED INFORMATION RETAINED

) G60

9 REVIEW HISTORY

Review	Description	Clause	Author	Effective Date

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