



**RCMRD**

# RCMRD SERVICE CHARTER

2019



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## ACRONYMS

<b>AU</b>	African Union
<b>COMESA</b>	Common Market for East and Central Africa
<b>EAC</b>	East African Community
<b>GC</b>	Governing Council
<b>ICT</b>	Information and Communication Technology
<b>IGAD</b>	Intergovernmental Authority on Development
<b>NASA</b>	National Aeronautics and Space Administration
<b>OSL</b>	OutLook Solutions
<b>RCMRD</b>	Regional Centre for Mapping of Resources for Development
<b>RCTI</b>	Regional Centre Training Institute
<b>SADC</b>	Southern African Development Community
<b>UNECA</b>	United Nations Economic Commission for Africa
<b>USAID</b>	United States Agency for International Development
<b>GC</b>	Governing Council
<b>TC</b>	Technical Committee
<b>CoM</b>	Conference of Ministers
<b>AFRIGIST</b>	African Regional Institute for Geospatial Science and Technology
<b>UN</b>	United Nations
<b>MOU</b>	Memorandum of Understanding
<b>UNEP</b>	United Nations Environment Programme
<b>AARSE</b>	African Association of Remote Sensing of the Environment
<b>ICPAC</b>	IGAD Climate Prediction and Applications Centre
<b>NDMA</b>	National Disaster Management Authority
<b>GIZ</b>	Deutsche Gesellschaft für Internationale Zusammenarbeit
<b>UNFAO</b>	United Nations Food and Agriculture Organization
<b>NEPAD</b>	New Partnership for Africa's Development

## EXECUTIVE SUMMARY

The Regional Centre for Mapping of Resources for Development (RCMRD), previously known as Regional Centre for Services in Surveying, Mapping and Remote Sensing (RCSSMRS) was established in Nairobi, Kenya in 1975 under the auspices of the United Nations Economic Commission for Africa (UNECA) and the then Organization of African Unity (OAU), now the African Union (AU).

It is mandated to provide services to the member States in the fields of surveying, mapping, remote sensing, Geographical Information System, Global Positioning System and in natural resources and environmental management. The Centre has played a significant role in promoting the development of geo-information and allied information communication technologies; timely provision of data and information; and building of capacity of member States in the application of geo-information for sustainable development.

With the current shift from customer care to customer service in both international and regional organizations, RCMRD recognizes the importance of a Service Charter. The Centre Service Charter is a set of standards that RCMRD promises to uphold when dealing with all its customers in and endeavour to promote the quality of its services. This is a commitment by the Centre to always strive to meet if not surpass the expectations of all the stakeholders.

In this spirit, the RCMRD Service Charter compiles the standards that the stakeholders should expect and what is expected on the part of the customer. It states the promise to the customer but does not confer any legally enforceable rights.

With the Service Charter in place, it will go a long way in fostering goodwill and trust amongst the diverse stakeholders.

## 1.0 INTRODUCTION

### 1.1 Organization Background

The Regional Centre for Mapping of Resources for Development, previously known as Regional Centre for Services in Surveying, Mapping and Remote Sensing (RCSSMRS) was established in Nairobi, Kenya in 1975 under the auspices of the United Nations Economic Commission for Africa (UNECA) and the then Organization of African Unity (OAU), now renamed African Union (AU). It is a non-profit intergovernmental organization and currently has 20 contracting Member States, namely: Botswana, Burundi, Comoros, Ethiopia, Kenya, Lesotho, Malawi, Mauritius, Namibia, Rwanda, Seychelles, Somalia, South Africa, South Sudan, Sudan, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe.

The mandate of the Regional Centre for Mapping of Resources for Development (RCMRD) is to provide capacity building; advisory services; implement programmes, and undertake Research & Development of innovative solutions and services on geo-information and allied technologies to Member States and other stakeholders.

The Vision of the Centre is “to be a Premier Centre of Excellence in the provision of geo-information and allied technologies for Sustainable Development in the Member States and other stakeholders”

The Mission of the Centre is “To Strengthen the Member States and our stakeholder’s capacity through Generation, Application and Dissemination of Geo-information and Allied Technologies for sustainable development”

The core values for RCMRD are as follows;

- i) **Team Work**; Driven by team spirit and a sense of belonging through the pursuit of collaborations and synergy.
- ii) **Customer Focus**; Committed to the effective and efficient delivery of quality and appropriate services/products to all our stakeholders.
- iii) **Stakeholders Engagement**; proactively and continuously engage our stakeholders and users for relevance and value proposition.

- iv) ***Innovation and creativity***: Continuously improve our operations and add value to our stakeholders by embracing and pursuing innovative and creative solutions.
- v) ***Accountability & Transparency***; Uphold professionalism, integrity, honesty, and ethical practices in all our programs and operations.
- vi) ***Equity & Inclusiveness***; embracing value for people by treating our staff and our stakeholders with respect and dignity while appreciating their diversity.

## 1.2 Assignment Objective & Methodology

The main objective of the RCMRD service charter will be to provide a framework for defining service delivery standards, purpose and scope for staff, clients, member states and other key stakeholders through highlighting their rights, responsibilities and obligations.

The RCMRD Service Charter will provide details of what the RCMRD will do to ensure it will meet the Client's service goals and observe clients' rights as a commitment to meet her mandate including the expected role and delivery to the Governing Council.

The methodology used for was highly consultative to enable understand the salient issues regarding the Centre's situation and expectations through inputs obtained from key staff, management, member States and other key stakeholders. The methodology employed administration of questionnaires (both physical and through Survey monkey), observation, personal interviews, consultations and discussions to get broad views and input.

To effectively assess diverse stakeholders' expectations, perspectives and perceptions on service delivery at the Centre, a baseline study on customer satisfaction was undertaken. Vital information on various aspects of service charter was gathered and assessed to identify challenges, opportunities for improvements and areas that the Centre needs to focus for excellence in service delivery to meet both internal and external stakeholders' expectations.

## 2.0 RCMRD SERVICE CHARTER

### 2.1 Introduction

RCMRD Service Charter is an expression and manifestation of our commitment to improving our service delivery and engagement with all our key stakeholders including all our staff, customers, member States and other key stakeholders.

At RCMRD we are constantly striving to improve our service levels and to foster closer relationships with all our customers and stakeholders at all times.

This service charter sets out our service delivery standards and obligations, and what our customers and stakeholders expect from us, how to address their concerns and, how they can help us serve them better.

### 2.2 The Scope

RCMRD Service Charter informs you about the following:

- ❖ Who we are
- ❖ Our values
- ❖ Our mission, vision, core values and core functions
- ❖ Our stakeholders
- ❖ Our commitment to you
- ❖ Our obligations and responsibilities to you
- ❖ Stakeholders responsibilities and obligations
- ❖ Our service promise
- ❖ Our service guarantee
- ❖ Our service standards
- ❖ How we will be accountable to you
- ❖ Complaints, feedback and suggestions
- ❖ How to contact us

### 2.2 Who We Are

RCMRD previously known as Regional Centre for Services in Surveying, Mapping and Remote Sensing (RCSSMRS) was established in Nairobi, Kenya in 1975 under the auspices of the United

Nations Economic Commission for Africa (UNECA) and the then Organization of African Unity (OAU), now renamed African Union (AU). It is a non-profit intergovernmental organization and currently has 20 contracting Member States, namely: Botswana, Burundi, Comoros, Eswatini, Ethiopia, Kenya, Lesotho, Malawi, Mauritius, Namibia, Rwanda, Seychelles, Somalia, South Africa, South Sudan, Sudan, Tanzania, Uganda, Zambia and Zimbabwe. The countries affiliated to the Centre are Angola, Djibouti, DRC, Eritrea, Madagascar, and Mozambique.

The mandate of the Regional Centre for Mapping of Resources for Development (RCMRD) is to provide capacity building; advisory services; implement programmes, and undertake Research & Development of innovative solutions and services on geo-information and allied technologies to Member States and other stakeholders.

The Centre is organized into the following key departments and their sections as follows;

- i) **Director General's Office;** Director general, PA to DG, Internal Audit, Quality Management & Assurance
- ii) **Technical Service Directorate;** Remote Sensing, GIS, Cartography and Mapping, Land Survey & Management, Data Office, Engineering, Training, SERVIR, GIT
- iii) **Common Services Directorate;** Business Development & Marketing, Communication & Outreach, Library Information Services, Monitoring & Evaluation, Information Technology Services (ITS), Regional Centre Training Institute.
- iv) **Finance Division;** Finance, Procurement
- v) **Human Resource & Administration;** Human Resource, Transport & Protocol, Security, Office Administration.

## 2.3 Our Values

The core values for RCMRD are as follows;

- i) **Team Work;** Driven by team spirit and a sense of belonging through the pursuit of collaborations and synergy.
- ii) **Customer Focus;** Committed to the effective and efficient delivery of quality and appropriate services/products to all our stakeholders.
- iii) **Stakeholders Engagement;** proactively and continuously engage our stakeholders and users for relevance and value proposition.



- iv) **Innovation and creativity:** Continuously improve our operations and add value to our stakeholders by embracing and pursuing innovative and creative solutions.
- v) **Accountability & Transparency;** Uphold professionalism, integrity, honesty, and ethical practices in all our programs and operations.
- vi) **Equity & Inclusiveness;** embracing value for people by treating our staff and our stakeholders with respect and dignity while appreciating their diversity.

## 2.4 Our Mission, Vision, Core Values and Core Functions

Our mission is *“to Strengthen the Member States and our stakeholder’s capacity through Generation, Application and Dissemination of Geo-information and Allied Technologies for sustainable development”*

Our vision is *“to be a Premier Centre of Excellence in the provision of geo-information and allied technologies for Sustainable Development in the Member States and other stakeholders”*

Our core functions are as follows;

- Research and development
- Dissemination of geospatial data
- Project implementation
- Advisory Services
- Training & capacity building
- Equipment calibration & maintenance

## 2.5 Our Stakeholders

Our clients are essential to our success and they include:

- the Governing Council and Conference of Ministers
- Member States & Associate Members;
- RCMRD employees;
- Development partners;
- Consumers of our products and services
- Regional Centre Training Institute students, parents/ guardians;
- Regulatory bodies
- service providers;

- general public;

## 2.6 Our Commitment to You

We are committed to respecting the rights of our Clients (subject to terms and conditions), including:

- The right to seek information.
- The right to access services.
- The right to review and appeal.
- The right to provide feedback.
- The right to privacy and confidentiality.

## 2.7 Our Obligations and Responsibilities to You

To provide good service and ensure an ongoing relationship with all our clients, we shall endeavour;

- To execute our mandate in line with the Establishment Principal Agreement
- to treat all our clients equally with courtesy and respect.
- to respond to requests by clients accurately and in a timely manner
- to secure all information & documents provided by the client.
- to abide by any legal requirements, rules and regulations of the Centre.

## 2.8 Stakeholders' Responsibilities and Obligations

To help us serve you better and enhance our relationship, you are obligated;

- to treat RCMRD staff with courtesy
- to uphold integrity in your dealings with the Centre
- to respond to requests by the Centre accurately, thoroughly and in a timely manner
- to abide by any legal requirements and any other terms and conditions set by the Centre.

## 2.8 Our Service Promise

In delivering our services, we make the following promise to you;

- To Treat Your Concern as Our Concern
- To Follow Up on your Feedback and Queries
- To Treat our Colleagues as We Would a Customer

- To Always Keep Our Communication Channels Open to You
- To Offer Services Professionally and Endeavor to Meet Your Expectations

## 2.9 Our Service Guarantee

To fulfil our service promise, we are committed to delivering quality services through developing and maintaining innovative products and services that are reliable, consistent and effective.

We guarantee to provide you with quality service by:

- Identifying ourselves when we speak to you.
- We will listen actively and act responsively to your needs.
- Treating you with respect and courtesy, maintaining confidentiality where required.
- Giving you clear, accurate, timely and relevant information or help you find it while giving reasons for our decisions.

## 2.10 RCMRD Service Standards

RCMRD shall endeavour to consistently meet and surpass services standards. However, these service standards do not confer any legal rights to our clients

### Telephone Communication

Service Principles	Service Standard
Our telephones will be answered promptly.	We will respond to your calls within four (3) rings.
	For missed calls, we will call back within one (1) hour
We will be courteous, professional and helpful.	When answering the telephone, we will provide you with our name and work area.
	When we call you, we will provide you with us name and work area and tell you the reason why we are calling.
We will be accessible by telephone during business hours.	All departmental sections will have telephone service options during business hours.
	We will respond to your telephone messages within 24 hours
	Our recorded messages will be current and give appropriate contact details during absences.

## Personal Visits

Service Principles	Service Standards
<b>We will assist you promptly.</b>	We will attend to you within ten (15) minutes of your arrival if you have an appointment.
	We will attend to you within 30 minutes if you do not have an appointment.
	We will advise you, in advance, about any unexpected delays in attending to you.
<b>We will be courteous, professional and helpful.</b>	We will wear our name badges and identify ourselves.
	We will be neatly dressed and well presented.
<b>We will be accessible.</b>	All departmental sections will have in-person service options.
	Our offices will be clean and comfortable, have clear signage and current, relevant information on display.

## Official Meetings

Service Principles	Service Standards
<b>We will give reasonable notice of meetings.</b>	We will advise you about meeting arrangements in a timely manner. Where legislative timeframes apply, we will meet them.
	We will inform you of any changes in arrangements before your scheduled meeting.
	We will see you within fifteen (15) minutes of your appointment time and advise you, in advance, of any unexpected delays.
<b>We will conduct meetings in a fair and reasonable manner.</b>	We will consider the appropriateness of any meeting and whether the required information could be obtained in another way.
<b>We will actively address your diverse needs.</b>	We will conduct meetings in locations that are conducive and secure as possible and reflect the nature of the meeting.

## Written communication

Service Principles	Service Standards
<b>We will respond to your correspondence promptly.</b>	We will reply to all correspondence timely, using the most appropriate contact method – telephone, in person or in writing.

	We will acknowledge E-mail requests within one 24 hours of receipt, and provide you with a likely timeframe for our full response.
<b>We will be courteous, professional and helpful.</b>	We will provide accurate, helpful and timely responses that are relevant to your needs.
	We will identify ourselves and provide contact details in our written correspondence.
	We will record all of your correspondence on departmental databases and filing systems.
<b>We will be accessible in writing.</b>	All employees will have mail contact options.
	We will use out-of-office E-mail messages when away from the office and provide you with alternative contact details.

### Applications and decisions

Service Principles	Service Standards
<b>We will acknowledge applications promptly and inform you about the assessment process.</b>	We will acknowledge all applications within 10 working days – unless we make a decision within that time.
	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.
<b>We will be courteous, professional and helpful.</b>	We will identify ourselves and provide you with options for contacting us
	We will let you know how and when you need to provide information to us.
	Where you have a nominated representative, we will communicate with your representative.
<b>We will be open and accountable and tell you the reasons for our decisions.</b>	We will provide you with clear and timely reasons for our decisions and advise you of any review rights.

### Your feedback

Service Principles	Service Standards
<b>We value your compliments, complaints and suggestions.</b>	We will acknowledge feedback and provide appropriate contact details in our client information.
	We will resolve client complaint received via the web, e-mail and telephone within ten (10) working days.
<b>Our feedback to you</b>	We will provide clear, accurate, helpful and consistent information and feedback



<b>We will use your feedback to improve our services.</b>	We will monitor and report internally on all feedback, and consider this in reviewing and improving our services.
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## 2.11 How We Will Be Accountable to you

We undertake to:

- be open to feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on information received.
- utilize diverse and appropriate customer review tools to seek feedback on our performance and review the feedback provided to us and use it to improve our services

## 2.12 Complaints, Feedback and Suggestions

We welcome any feedback including complaints, recommendations and suggestions about making improvements to our services. Feedback can be made in writing via letter, e-mail, telephone or by completing the feedback form and returning it to the Reception Desk, depositing in the suggestion box, or dropping at the Security desk.

Complaints to RCMRD may be lodged with staff at service delivery point, the reception desk in person, via telephone, letter or email.

## 2.13 How to Contact Us

### **Communication and Outreach Officer;**

The RCMRD,  
P.O. Box 632-00618 Nairobi, Kenya  
Roysambu, Kasarani  
Nairobi, Kenya

Email: [rcmrd@rcmrd.org](mailto:rcmrd@rcmrd.org)

<https://www.rcmrd.org/>

### **Director-General,**

The RCMRD,  
P.O. Box 632-00618 Nairobi, Kenya  
Roysambu, Kasarani  
Nairobi, Kenya

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## Appendix 1: Service Standards Schedule

### SERVICE STANDARDS Core Services

Our Services	Service requirements	Key Performance Indicator	Service Delivery Standard Expectations (Time, Quality specs)	Main Actor
<b>Projects implementation</b>	<b>Project conceptualization</b> Project concept papers and proposals	Number of concept papers and successful proposals	<ul style="list-style-type: none"> <li>• Successful proposals</li> <li>• Involvement of all key stakeholders</li> </ul>	DTS & DCS
	<b>Project/Programme Implementation</b> Implementation of the project based on the scope and objectives.	Project Charter/Workplans	<ul style="list-style-type: none"> <li>• Involvement of all key stakeholders</li> <li>• 100% implementation</li> </ul>	Project implementors
	<b>Project/Programme Monitoring, Evaluation and Reporting</b> <ul style="list-style-type: none"> <li>• Tracking of project key milestones and implementation status</li> <li>• Seeking and tracking stakeholders' feedback on project implementation</li> </ul>	M&E reports	Minimal audit queries (Within the budget, timeline and milestones, promptness of issues resolution)	M&E expert, Project Manager, DCS, DTS
	<b>Project/Programme Project closure</b> <ul style="list-style-type: none"> <li>• Project implementation success and lessons learnt based on scope and objectives</li> <li>• Stakeholders feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Project implementation report</li> <li>• Stakeholders satisfaction</li> </ul>	100% project objectives achievement (implementation budget, timelines and scope)	Project partner/owner

<b>Research &amp; Development</b>	<b>Ideation</b> <ul style="list-style-type: none"> <li>• Generation of new interventions and solutions on geo-information and allied technologies</li> <li>• Developing solutions and interventions addressing emerging needs and challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Number of Publications</li> <li>• Concept paper</li> </ul>	Journals published Translation into RFP or project proposal	Section Heads
	<b>Prototyping</b> <ul style="list-style-type: none"> <li>• Development of relevant, practical, up-to-date, affordable and impactful products and services.</li> <li>• Continuously invest in new products/services pipeline</li> </ul>	New products/services in the pipeline	Relevant, practical and up-to-date prototypes	Section Heads
	<b>Operationalize</b> <ul style="list-style-type: none"> <li>• Launching and rolling out of new products and services with a wider appeal to diverse stakeholder needs</li> <li>• Identification of unique stakeholder needs for R&amp;D</li> </ul>	New products, services and tools	Wider appeal to diverse stakeholders (% up-take; number and where used)	Section Heads
<b>Data Dissemination</b>	<b>Collect, Organize and archive</b> Collect, maintain and secure geospatial and related data in repositories and other storage facilities	Up-to-date repositories and servers	<ul style="list-style-type: none"> <li>• Secure, accessible and accurate data</li> <li>• 100% guarantee on security</li> </ul>	GIT
	<b>Analyze and Share</b> Analyse and share geospatial and related data to meet relevant stakeholders' expectations	Up-to-date repositories and servers	<ul style="list-style-type: none"> <li>• Secure, accessible and accurate data</li> <li>• 100% guarantee on security</li> </ul>	GIT

	<b>Knowledge Management</b> Utilize best practices in knowledge management to create, share and use available information to enhance our stakeholder's decision making and capacity through application of geo-information and allied technologies for sustainable development.	Up-to-date repositories and servers	<ul style="list-style-type: none"> <li>• Secure, accessible and accurate data</li> <li>• 100% guarantee on security</li> </ul>	GIT
<b>Advisory Services</b>	Effective stakeholder engagement through offering relevant, practical, impactful and cost-effective advisory services on geospatial and allied technologies to our clients based on their unique requirements	Accurate, reliable and timely advisory services Funding attracted Number of new partners, projects, stakeholders, donors, attracted	Relevant, practical, impactful and cost-effective in addressing unique needs	Section Heads
<b>Training &amp; Capacity Building</b>	Enhance the capacity, skills and competencies of stakeholders in geospatial information and allied technologies	Relevant, appropriate and customer-driven programs	Effective knowledge transfer (application and use)	Trainer
<b>Calibration and Maintenance of survey equipment</b>	Offer high-quality calibration and maintenance services while continuously investing in new technologies and tools	<ul style="list-style-type: none"> <li>• 100% customer satisfaction</li> <li>• Number of new referrals</li> <li>• Revenue generated</li> </ul>	Service guarantee after calibration and maintenance (6 months)	Engineering



## OTHER SERVICE STANDARDS TO STAKEHOLDERS

	Services/Goods Rendered	Requirements	Fees (USD)	Timeline	Main Actor
1.	Response to clients' inquiries	<ul style="list-style-type: none"> <li>Client's contact details</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<p>General inquiries</p> <ul style="list-style-type: none"> <li>Letters- Within five (5) working days</li> <li>Emails – within 24 hours</li> </ul> <p>Other inquiries</p> <ul style="list-style-type: none"> <li>Acknowledgement of the inquiry and advise on expected feedback timeline within 48 hours</li> </ul>	All
2.	Answering incoming calls	<ul style="list-style-type: none"> <li>Caller details</li> <li>Caller needs/information</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Answer within three (3) rings</li> </ul>	All
3.	Receiving of visitors	<ul style="list-style-type: none"> <li>Visitor's appointment details</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Visitor screening and clearance at the gate within 5 minutes</li> <li>Reception guidance and direction- with appointment – within 15 minutes</li> <li>Without appointment-within 30 minutes</li> </ul>	Security Reception
4.	Customer complaints, resolution	<ul style="list-style-type: none"> <li>Complaints acknowledgement and Resolution</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Complain acknowledgement- Within 48 hours</li> <li>Complaint Resolution and feedback-Within ten 10 working days</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

Services/Goods Rendered		Requirements	Fees (USD)	Timeline	Main Actor
				<ul style="list-style-type: none"> <li>Suggestion box-opening and reviewing of contents every Mondays</li> </ul>	
5.	Update RCMRD website	<ul style="list-style-type: none"> <li>New information and data</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Within 48 hours</li> </ul>	ITS
6.	Prequalification of service providers (goods and services)	<ul style="list-style-type: none"> <li>Prequalification documentation</li> </ul>	<ul style="list-style-type: none"> <li>USD 30.00</li> </ul>	<ul style="list-style-type: none"> <li>Within 21 working days after the closing of advertisement</li> </ul>	Procurement
7.	Communication on evaluation & award on RFQ, RFP, Tenders	<ul style="list-style-type: none"> <li>Documents specified in TORs and RFQ</li> <li>Tender opening</li> <li>Tender evaluation</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Within 10 working days after the closing of advertisement</li> </ul>	Procurement
8.	Receiving of supplied goods	<ul style="list-style-type: none"> <li>Delivery note</li> <li>Invoice</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>30 minutes upon arrival.</li> <li>Goods delivered between 9-5 pm</li> </ul>	Procurement
9.	Supply of stock & non-stock items	<ul style="list-style-type: none"> <li>Approved requisition</li> <li>Prequalified suppliers list;</li> <li>Clear specifications</li> <li>RFQ/RFP</li> <li>Budget and Approved expenditure</li> <li>Signed LPO</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>local purchase- within 10 days</li> <li>imports within 6 weeks</li> </ul>	Procurement
10	Payment of goods, services and works	<ul style="list-style-type: none"> <li>Contract copy</li> <li>LPO/LSO</li> <li>Delivery note</li> <li>Invoice</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Within thirty (30) days of delivery, acceptance and submission of documents to Finance</li> </ul>	Finance

Services/Goods Rendered		Requirements	Fees (USD)	Timeline	Main Actor
		<ul style="list-style-type: none"> <li>completion certificate/ acceptance report</li> </ul>			
11	Staff salary administration	<ul style="list-style-type: none"> <li>Up-to-date payroll</li> <li>Payslips</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>By 26<sup>th</sup> of every month</li> </ul>	Finance
12	Staff recruitment and placement	<ul style="list-style-type: none"> <li>Job Application</li> <li>Job interview &amp; selection results</li> <li>Appointment letter</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Within two (2) months after commencement of the process</li> </ul>	PHRAO
13	Administration of staff benefits (medical scheme)	<ul style="list-style-type: none"> <li>Staff medical requirements details</li> <li>details of dependents on the medical scheme</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Immediate/ as the need arises</li> </ul>	PHRAO
14	Staff leave processing	<ul style="list-style-type: none"> <li>Staff leave request</li> <li>supervisor's authorization</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>within 1 day of receipt</li> </ul>	PHRAO
15	Staff conducive work environment	<ul style="list-style-type: none"> <li>General housekeeping, sanitation and safety</li> <li>Provision of general utilities (tissue, water, stationery, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Always and continuously</li> </ul>	PHRAO
16	Staff Performance appraisal	<ul style="list-style-type: none"> <li>Staff Appraisal Reports</li> <li>Individual Work plans and annual targets for staff</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Bi-annually</li> </ul>	PHRAO
17	Evaluation of RMCRD work plans and annual targets	<ul style="list-style-type: none"> <li>Project reports</li> <li>Work programs</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>	M & E Specialist

	Services/Goods Rendered	Requirements	Fees (USD)	Timeline	Main Actor
18	Organize, coordinate and facilitate training programmes for external stakeholders at the Centre	<ul style="list-style-type: none"> <li>• Training program</li> <li>• List of participants (local &amp; from member States)</li> <li>• Training facilities, materials and resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Fee charged based on the training programmes/ client's requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Based on training programme and client's requirement</li> </ul>	Training Officer
19		<ul style="list-style-type: none"> <li>• Training evaluation</li> <li>• GC Training analysis report</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• After every training</li> </ul>	M &E Specialist
20	Collect data on customer feedback	<ul style="list-style-type: none"> <li>• Customer feedback forms</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly</li> </ul>	M &E Specialist
21	Internal audits and surveillance	<ul style="list-style-type: none"> <li>• Management reports</li> <li>• Financial reports</li> <li>• Customer complaints</li> <li>• External recommendations</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous</li> </ul>	Internal Auditor
22	Communication & Outreach	<ul style="list-style-type: none"> <li>• Publication information for calendars, journals, e-newsletters, reports and other</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> <li>• Journal Rate card</li> </ul>	<ul style="list-style-type: none"> <li>• e-newsletter-monthly</li> <li>• Reports-annual</li> </ul>	Communication & Outreach
23		<ul style="list-style-type: none"> <li>• Branded merchandise</li> </ul>	<ul style="list-style-type: none"> <li>• As per the price list</li> </ul>	<ul style="list-style-type: none"> <li>• continuous</li> </ul>	Finance
24	Design, management of database, publishing & of applications	<ul style="list-style-type: none"> <li>• Project specifications</li> </ul>	<ul style="list-style-type: none"> <li>• Project-based</li> </ul>	<ul style="list-style-type: none"> <li>• Project-based</li> </ul>	GIT
25	Server, equipment administration, ICT support & Cloud computing infrastructure	<ul style="list-style-type: none"> <li>• Budgets and project/user requirements</li> </ul>	<ul style="list-style-type: none"> <li>• User-based</li> </ul>	<ul style="list-style-type: none"> <li>• User-based</li> </ul>	GIT
26	Internet connectivity	<ul style="list-style-type: none"> <li>• KENET 30mbps up/down</li> </ul>	<ul style="list-style-type: none"> <li>• continuous</li> </ul>	<ul style="list-style-type: none"> <li>• continuous</li> </ul>	ITS

Services/Goods Rendered		Requirements	Fees (USD)	Timeline	Main Actor
		<ul style="list-style-type: none"> <li>Safaricom</li> <li>15Mbps up/down</li> <li>Access Kenya 5Mbps up/down</li> </ul>			
27	Hardware/ Software management	<ul style="list-style-type: none"> <li>Budget and User requirements/ specifications</li> </ul>	<ul style="list-style-type: none"> <li>User-based and scheduled maintenance</li> </ul>	<ul style="list-style-type: none"> <li>User-based and scheduled maintenance</li> </ul>	ITS
28	Library Services	<ul style="list-style-type: none"> <li>Registration</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Open Days-Monday – Friday 8:00am-5:00pm</li> <li>Closed-Saturday, Sunday &amp;Public Holidays</li> </ul>	Librarian
29	Student Admission; Certificates, Diploma, short courses	<ul style="list-style-type: none"> <li>O-Level Certificates</li> <li>Application Forms</li> </ul>	<ul style="list-style-type: none"> <li>USD 10 non-refundable</li> <li>Nil for short courses</li> </ul>	<ul style="list-style-type: none"> <li>January intake- Application deadline-1<sup>st</sup> Week of February</li> <li>May Intake- Application deadline- 1<sup>st</sup> Week of June</li> <li>Continuous admission for short courses</li> </ul>	Training Coordinator
30	Student Classes	Lecture timetable Attendance register	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Regular students' classes- Monday-Friday- 8:00am-5:00pm</li> <li>Part-time students- Monday-Friday-5:00pm-8:30pm, Saturday- 8:00am-5:00pm</li> </ul>	Training Coordinator
31	Students assessment and examinations	Finance clearance Registration with examination body 70% class attendance	<ul style="list-style-type: none"> <li>Examining body-based</li> </ul>	<ul style="list-style-type: none"> <li>Examining body-based</li> </ul>	Training Coordinator



	Services/Goods Rendered	Requirements	Fees (USD)	Timeline	Main Actor
32	Survey equipment repair & maintenance	Client job card Repair tools & equipment Mission budget	<ul style="list-style-type: none"> <li>• Service/repair- based</li> </ul>	<ul style="list-style-type: none"> <li>• Client-based</li> </ul>	Engineering
33	Stakeholders need assessment and engagement	Member States needs assessment reports Mission Budget	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• Based on approved workplan</li> </ul>	Business Development & Marketing
34	Provide/Disseminate geospatial data	Client's details Client's specifications	<ul style="list-style-type: none"> <li>• Standard 2A high resolution (MOQ 25km<sup>2</sup>):</li> <li>• 30cm @ USD 22.5 per km<sup>2</sup>,</li> <li>• 40cm</li> <li>• 50cm- @ USD17.5 per km<sup>2</sup>)</li> </ul>	<ul style="list-style-type: none"> <li>• Within ten (10) working days after payment</li> </ul>	Data Office

## Appendix II: Abridged RCMRD Service Charter

### Purpose

RCMRD Service Charter is an expression and manifestation of our commitment to improving our service delivery and engagement with all our key stakeholders including all our staff, customers, member States and other key stakeholders.

At RCMRD we are constantly striving to improve our service levels and to foster closer relationships with all our customers and stakeholders at all times.

This service charter sets out our service delivery standards and obligations, and what our customers and stakeholders expect from us, how to address their concerns and, how they can help us serve them better.

### The Scope

RCMRD Service Charter informs you about the following:

- ❖ Who we are
- ❖ Our values
- ❖ Our mission, vision, core values and core functions
- ❖ Our stakeholders
- ❖ Our commitment to you
- ❖ Our obligations and responsibilities to you
- ❖ Stakeholders responsibilities and obligations
- ❖ Our service promise
- ❖ Our service guarantee
- ❖ Our service standards
- ❖ How we will be accountable to you
- ❖ Complaints, feedback and suggestions
- ❖ How to contact us

### Who We Are

RCMRD previously known as Regional Centre for Services in Surveying, Mapping and Remote Sensing (RCSSMRS) was established in Nairobi, Kenya in 1975 under the auspices of the United Nations Economic Commission for Africa (UNECA) and the then Organization of African Unity (OAU), now renamed African Union (AU). It is a non-profit intergovernmental organization and currently has 20 contracting Member States, namely: Botswana, Burundi, Comoros, Eswatini, Ethiopia, Kenya, Lesotho, Malawi, Mauritius, Namibia, Rwanda, Seychelles, Somalia, South Africa, South Sudan, Sudan, Tanzania, Uganda, Zambia and Zimbabwe. The countries affiliated to the Centre are Angola, Djibouti, DRC, Eritrea, Madagascar, and Mozambique.

### Our Mission, Vision, Core Values and Services

Our mission is “to Strengthen the Member States and our stakeholder’s capacity through Generation, Application and Dissemination of Geo-information and Allied Technologies for sustainable development”

Our vision is “to be a Premier Centre of Excellence in the provision of geo-information and allied technologies for Sustainable Development in the Member States and other stakeholders”

The core values for RCMRD are as follows;

- ❖ **Team Work;** Driven by team spirit and a sense of belonging through the pursuit of collaborations and synergy.
- ❖ **Customer Focus;** Committed to the effective and efficient delivery of quality and appropriate services/products to all our stakeholders.
- ❖ **Stakeholders Engagement;** proactively and continuously engage our stakeholders and users for relevance and value proposition.
- ❖ **Innovation and creativity;** Continuously improve our operations and add value to our stakeholders by embracing and pursuing innovative and creative solutions.
- ❖ **Accountability & Transparency;** Uphold professionalism, integrity, honesty, and ethical practices in all our programs and operations.
- ❖ **Equity & Inclusiveness;** embracing value for people by treating our staff and our stakeholders with respect and dignity while appreciating their diversity.

**Our core services are as follows;**

- Research and development
- Dissemination of geospatial data
- Project implementation
- Advisory Services
- Training & capacity building
- Equipment calibration & maintenance

## Our Stakeholders

Our clients are essential to our success and they include:

- the Governing Council and Conference of Ministers
- Member States & Associate Members
- RCMRD employees
- Development partners
- Consumers of our products and services
- Regional Centre Training Institute students, parents/ guardians
- Regulatory bodies
- service providers
- general public.

## Our Commitment to You

We are committed to respecting the rights of our Clients (subject to terms and conditions),

including:

- The right to seek information
- The right to access services.
- The right to review and appeal.
- The right to provide feedback.
- The right to privacy and confidentiality.

### **Our Obligations and Responsibilities to You**

To provide good service and ensure an ongoing relationship with all our clients, we shall endeavour;

- To execute our mandate in line with the Establishment Principal Agreement
- to treat all our clients equally with courtesy and respect;
- to respond to requests by clients accurately and in a timely manner
- to secure all information & documents provided by the client;
- to abide by any legal requirements, rules and regulations of the Centre.

### **Client Responsibilities and Obligations**

To help us serve you better and enhance our relationship, you are obligated;

- to treat RCMRD staff with courtesy;
- to uphold integrity in your dealings with the Centre;
- to respond to requests by the Centre accurately, thoroughly and in a timely manner;
- to abide by any legal requirements and any other terms and conditions set by the Centre.

### **Our Service Promise**

In delivering our services, we make the following promise to you;

- To Treat Your Concern as Our Concern
- To Follow Up on your Feedback and Queries
- To Treat our Colleagues as We Would a Customer
- To Always Keep Our Communication Channels Open to You
- To Offer Services Professionally and Endeavor to Meet Your Expectations

### **Our Service Guarantee**

To fulfil our service promise, we are committed to delivering quality services through developing and maintaining innovative products and services that are reliable, consistent and effective.

We guarantee to provide you with quality service by:

- Identifying ourselves when we speak to you.
- We will listen actively and act responsively to your needs.
- Treating you with respect and courtesy, maintaining confidentiality where required.
- Giving you clear, accurate, timely and relevant information or help you find it while giving reasons for our decisions.

## RCMRD Service Standards

RCMRD shall endeavour to consistently meet and surpass services standards. However, these service standards do not confer any legal rights to our clients

### On our services

Services/Goods Rendered	Requirements	Fees (USD)	Timeline	Main Actor
<b>Response to clients' inquiries</b>	<ul style="list-style-type: none"> <li>Client's contact details</li> </ul>	Nil	General inquiries <ul style="list-style-type: none"> <li>Letters- Within five (5) working days</li> <li>Emails – within 24 hours</li> </ul> Other inquiries <ul style="list-style-type: none"> <li>Acknowledgement of the inquiry and advise on expected feedback timeline within 48 hours</li> </ul>	All
<b>Answering incoming calls</b>	<ul style="list-style-type: none"> <li>Caller details</li> <li>Caller needs/information</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Answer within three (3) rings</li> </ul>	All
<b>Receiving of visitors</b>	<ul style="list-style-type: none"> <li>Visitor's appointment details</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Visitor screening and clearance at the gate within 5 minutes</li> <li>Reception guidance and direction- with appointment – within 15 minutes</li> <li>Without appointment-within 30 minutes</li> </ul>	Security Reception
<b>Customer complaints, resolution</b>	<ul style="list-style-type: none"> <li>Complaints acknowledgement and Resolution</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Complain acknowledgement-Within 48 hours</li> <li>Complaint Resolution and feedback-Within ten 10 working days</li> <li>Suggestion box-opening and reviewing of contents every Mondays</li> </ul>	
<b>Prequalification of service providers (goods and services)</b>	<ul style="list-style-type: none"> <li>Prequalification documentation</li> </ul>	USD 30.00	<ul style="list-style-type: none"> <li>Within 21 working days after the closing of advertisement</li> </ul>	Procurement



Services/Goods Rendered	Requirements	Fees (USD)	Timeline	Main Actor
<b>Communication on evaluation &amp; award on RFQ, RFP, Tenders</b>	<ul style="list-style-type: none"> <li>Documents specified in TORs and RFQ</li> <li>Tender opening</li> <li>Tender evaluation</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Within 10 working days after the closing of advertisement</li> </ul>	Procurement
<b>Receiving of supplied goods</b>	<ul style="list-style-type: none"> <li>Delivery note</li> <li>Invoice</li> </ul>	Nil	<ul style="list-style-type: none"> <li>30 minutes upon arrival.</li> <li>Goods delivered between 9-5 pm</li> </ul>	Procurement
<b>Payment of goods, services and works</b>	<ul style="list-style-type: none"> <li>Contract copy</li> <li>LPO/LSO</li> <li>Delivery note</li> <li>Invoice</li> <li>completion certificate/ acceptance report</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Within thirty (30) days of delivery, acceptance and submission of documents to Finance</li> </ul>	Finance
<b>Organize, coordinate and facilitate training programmes for external stakeholders at the Centre</b>	<ul style="list-style-type: none"> <li>Training program</li> <li>List of participants (local &amp; from member States)</li> <li>Training facilities, materials and resources.</li> </ul>	Fee charged based on the training programmes/ client's requirements	<ul style="list-style-type: none"> <li>Based on training programme and client's requirement</li> </ul>	Training Officer
	<ul style="list-style-type: none"> <li>Training evaluation</li> <li>GC Training analysis report</li> </ul>	Nil	<ul style="list-style-type: none"> <li>After every training</li> </ul>	M &E Specialist
<b>Library Services</b>	<ul style="list-style-type: none"> <li>Registration</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Open Days-Monday – Friday 8:00am-5:00pm</li> <li>Closed-Saturday, Sunday &amp;Public Holidays</li> </ul>	Librarian

Services/Goods Rendered	Requirements	Fees (USD)	Timeline	Main Actor
<b>Student Admission; Certificates, Diploma, short courses</b>	<ul style="list-style-type: none"> <li>• O-Level Certificates</li> <li>• Application Forms</li> </ul>	USD 10 non-refundable Nil for short courses	<ul style="list-style-type: none"> <li>• January intake- Application deadline-1<sup>st</sup> Week of February</li> <li>• May Intake- Application deadline- 1<sup>st</sup> Week of June</li> <li>• Continuous admission for short courses</li> </ul>	Training Coordinator
<b>Student Classes</b>	<ul style="list-style-type: none"> <li>• Lecture timetable</li> <li>• Attendance register</li> </ul>	Nil	<ul style="list-style-type: none"> <li>• Regular students' classes- Monday-Friday- 8:00am-5:00pm</li> <li>• Part-time students- Monday-Friday-5:00pm-8:30pm, Saturday- 8:00am-5:00pm</li> </ul>	Training Coordinator
<b>Students assessment and examinations</b>	<ul style="list-style-type: none"> <li>• Finance clearance</li> <li>• Registration with examination body</li> <li>• 70% class attendance</li> </ul>	Examining body-based	<ul style="list-style-type: none"> <li>• Examining body-based</li> </ul>	Training Coordinator
<b>Survey equipment repair &amp; maintenance</b>	<ul style="list-style-type: none"> <li>• Client job card</li> <li>• Repair tools &amp; equipment</li> <li>• Mission budget</li> </ul>	Service/repair-based	<ul style="list-style-type: none"> <li>• Client-based</li> </ul>	Engineering
<b>Stakeholders need assessment and engagement</b>	<ul style="list-style-type: none"> <li>• Member States needs assessment reports</li> <li>• Mission Budget</li> </ul>	Nil	<ul style="list-style-type: none"> <li>• Based on approved workplan</li> </ul>	Business Development & Marketing
<b>Provide/Disseminate geospatial data</b>	<ul style="list-style-type: none"> <li>• Client's details</li> <li>• Client's specifications</li> </ul>	Standard 2A high resolution (MOQ 25km <sup>2</sup> ): 30cm @ USD 22.5 per km <sup>2</sup> , 40cm 50cm- @ USD17.5 per km <sup>2</sup> )	<ul style="list-style-type: none"> <li>• Within ten (10) working days after payment</li> </ul>	Data Office



## How We Will Be Accountable to you

We undertake to:

- Be open to feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on information received.
- utilize diverse and appropriate customer review tools to seek feedback on our performance and review the feedback provided to us and use it to improve our services

## Complaints, Feedback and Suggestions

We welcome any feedback including complaints, recommendations and suggestions about making improvements to our services. Feedback can be made in writing via letter, e-mail, telephone or by completing the feedback form and returning it to the Reception Desk, depositing in the suggestion box, or dropping at the Security desk.

Complaints to RCMRD may be lodged with staff at service delivery point, the reception desk in person, via telephone, letter or email.

## How to Contact Us

### **Director General,**

The RCMRD,  
P.O. Box 632-00618 Nairobi, Kenya  
Roysambu, Kasarani  
Nairobi, Kenya  
Email: [DG@rcmrd.org](mailto:DG@rcmrd.org)  
Tel.+245 020 2680748 / 2680722  
+254 723 786161 / +254 735 981098

### **Communication and Outreach Office;**

The RCMRD,  
P.O. Box 632-00618 Nairobi, Kenya  
Roysambu, Kasarani  
Nairobi, Kenya  
  
Tel.+245 020 2680748 / 2680722  
+254 723 786161 / +254 735 981098  
Email: [rcmrd@rcmrd.org](mailto:rcmrd@rcmrd.org)  
<https://www.rcmrd.org/>