



SERVICE DELIVERY CHARTER

Our Mandate:

Regulating scrap metal industry for sustainable socio-economic growth, in conformity with the principles of public health and sound environmental stewardship.

Our Vision:

A premier regulator for scrap metal dealing within the region and beyond

Our Mission:

To provide a safe and facilitative regulatory environment by embracing best practices and contemporary industry standards for sustainable scrap metal trade and recycling for economic growth.

Purpose:

This charter communicates our commitment to service delivery to our Customers in an efficient, effective, consistent and professional manner.

Core Values

In fulfilment of our mandate, SMC will be guided by the core values of:

Core Value	Guiding Principles
Customer focus	We commit to embrace, meet, delight and exceed our customers' expectations
Fairness	We shall execute our functions and duties, activities and decision-making in ways that are: objective, honest and responsive to our customer needs.
Excellence	We shall endeavor to provide eminent services through promotion of creativity, innovation, continuous improvement, and adaption to new ways of doing things.
Integrity	We shall uphold professionalism, honesty and commitment to moral ethical principles.
Team work	We shall foster close working relationships to achieve our organizational objectives.

Business hours:

Office administration hours: Monday to Friday, 0800hrs - 1300hrs and 1400hrs - 1700hrs, except on Gazetted Public Holidays.

Customer Obligation

Respect for the Council's rules, regulations and staff.

Our Contacts

Head Office
**National Social Security House Block A,
17th Floor Eastern Wing, Bishop Road,
C/o P.O. Box 30418 -00100
NAIROBI, KENYA**

Tel: +254 0114862446

E-mail: info@scrapmetalcouncil.go.ke

Twitter: @ScrapMetalC_ke

*A customer who feels that the Council's response is unsatisfactory may seek redress from the office of the Cabinet Secretary using the following contact:

The Cabinet Secretary,

Ministry of Industrialization, Trade & Enterprise Development,

Social Security House, Block A, 17th (Eastern Wing), Wing)

P.O. Box 30418-00100, Nairobi, Kenya

Telephone: +254 20-2731531

Fax: +254 20-2731511

Email: ps@industrialization.go.ke

cs@industrialization.go.ke

SERVICE STANDARDS			
Activity	Requirement	Charges	Turnaround
Response to correspondence	Nil	Nil	Within 5 working days
Response to enquiry from customers	Nil	Nil	Immediate/Instant
Acknowledgment of complaints	Nil	Nil	48 hrs
Resolution of complaints	Nil	Nil	Within 10 working days
Payment for goods and services	Official Invoice	Nil	As per contractual terms
Issuance of Dealers Licence	As per the act	Ksh, 250,000.	Within 30 working days
Issuance of Export Licence	As per the act	Ksh, 250,000.	Within 30 working days
Issuance of Import Licence	As per the act	Ksh, 250,000.	Within 30 working days