



**KENYA SCHOOL OF GOVERNMENT**

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**DOCUMENT: PROCEDURE MANUAL**

**Ref: PM-05-11**

**TITLE: Procedure For Access to Information**

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**Page: 1 of 2**

## **1.0 SCOPE**

From receiving request for information from the School to resolving the requests. It applies to stakeholders, staff and citizens.

## **2.0 PURPOSE**

This procedure describes the steps to be followed in a request to information

## **3.0 OBJECTIVES**

To establish and implement a standardized procedure for handling complaints raised.

## **4.0 PROCESS INPUTS AND OUTPUTS**

4.1 Inputs: Record of request to information  
Access to information form

4.2 Outputs: Quarterly Access to Information reports

## **5.0 KEY PERFORMANCE INDICATOR**

Percentage of decisions given

## **6.0 REFERENCES**

- 5.1 Quality Manual
- 5.2 Access to Information Act No. 31 of 2016
- 5.3 The Constitution of Kenya, 2010
- 5.4 KSG Customer Service Delivery Charter
- 5.5 Commission on Administrative Justice Act No. 23 of 2011

## **7.0 ABBREVIATIONS AND ACRONYMS**

CEO – Chief Executive Officer  
CAJ – Commission on Administrative Justice

## **8.0 PRINCIPAL RESPONSIBILITY**

- 8.1 Information Access Officer (Director General and CEO)  
Ensures all raised complaints are resolved adequately

## **9.0 DETAILS OF THE PROCEDURE**

- 9.1 Access to information officer or delegated officer shall record the details of the requested information in the Access to Information Register upon receipt of the request
- 9.2 The access to information officer shall acknowledge receipt of the request and advise the applicant on how to access the said information
- 9.3 In case the information request should be transferred to a different public institution, the transfer shall be made promptly and communication made to the applicant.
- 9.4 Communication on application fees, mode of payment, how to access the information and the right to appeal to the CAJ if not satisfied shall promptly be made to the applicant.
- 9.5 Upon payment of the applicable fees, the applicant shall be allowed to access the requested information.
- 9.6 If the information sought is confidential, the applicant shall sign the confidentiality form before being allowed to access the information.

## **10.0 DOCUMENTED INFORMATION**

- 10.1 Access to information register
- 10.2 Analysis report of the request for information