	KENYA NUCLEAR ELECTRICITY BOARD	
	Document: <b>PROCEDURE MANUAL</b>	
	Title: <b>PROCEDURE FOR COMPLAINTS HANDLING</b>	Ref. no.: <b>PM/HRA/18</b>
	Prepared by: <b>DIRECTOR, HUMAN RESOURCE &amp; ADMINISTRATION</b>	Date:
	Approved by: <b>Chief Executive Officer</b>	

## 1.1. **PROCEDURE FOR ACCESS TO INFORMATION**      REF.NO.:PM/HRA/18

### 1.0 **SCOPE**

From the request to access information to facilitation of access to information requested.

### 2.0 **PURPOSE**

To provide guidance on the timely and effective response to access to information.

### 3.0 **OBJECTIVES**

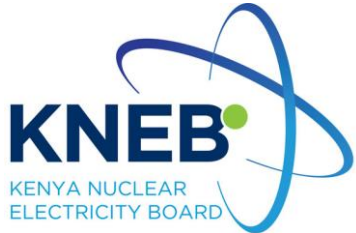
3.1 To ensure that information relating to KNEB activities are adequately provided.

### 4.0 **REFERENCES**

- 4.1 Performance contracting guidelines
- 4.2 CAJ guidelines
- 4.3 Access to Information Act, No 31 of 2016
- 4.4 The Constitution of Kenya, 2010
- 4.5 KNEB Service Delivery Charter
- 4.6 KNEB Communication Policy

### 5.0 **DEFINITIONS**

- 5.1 CAJ              Commission on Administrative Justice
- 5.2 ATI             Access To Information
- 5.3 IO                Information Officer
- 5.4 DHRA          Director, Human Resource & Administration
- 5.5 CEO             Chief Executive Officer
- 5.6 KNEB          Kenya Nuclear Electricity Board

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	Issue no.: <b>01</b>	
Revision: <b>00</b>		
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## 6.0 RESPONSIBILITY

The DL shall be responsible for the implementation and maintenance of this procedure.

## 7.0 DETAILS OF THE PROCEDURE

- 7.1 The Access to Information Officer (CEO) or delegated officer shall record the details of the requested information in the Authority's Request to Access Information Register within 24 hours upon receipt of the request for information application;
- 7.2 The officer receiving the request to information access shall acknowledge receipt of the application for request of information in writing within two (2) working days and advise the applicant how to access the request to access information;
- 7.3 Processing of urgent requests (information sought concerns the life or liberty of a person) shall be responded to by the officer within 48 hours upon receipt;
- 7.4 Processing of ordinary requests shall be responded to by the officer within twenty one (21) days;
- 7.5 Communication of any transfers of requests to the applicants shall be responded to within seven (7) days upon receipt and transfer to the relevant public institution within five (5) days of receipt of the application for request for information;
- 7.6 Communication shall be made to the applicant on *inter alia*, applicable fees, mode of payment, process of accessing information and the right of appeal to the CAJ in case of dissatisfaction within seven (7) days from the date of receipt;
- 7.7 Upon payment of applicable fees, the applicant shall be facilitated to access the requested information within five (5) days;
- 7.8 In the event that the information requested is confidential in nature, the applicant will be required to sign the confidentiality agreement form.
- 7.9 The IO shall compile a report of all the requests to access information handled by it on a quarterly basis for submission to the CAJ.

