

TEACHERS SERVICE COMMISSION



POLICY ON CUSTOMER SERVICE AND INFORMATION MANAGEMENT

NOVEMBER 2018

TABLE OF CONTENTS

TABLE OF CONTENTS	2
VISION, MISSION AND CORE VALUES	4
FOREWORD	5
PREFACE	6
ACRONYMS/ABBREVIATION	7
DEFINITION OF TERMS	8
1.0 INTRODUCTION AND BACKGROUND	10
1.1 RATIONALE	10
2.0 POLICY STATEMENT	11
3.0 AUTHORITY	11
4.0 POLICY OBJECTIVES	11
4.1 GENERAL OBJECTIVE	11
4.2 SPECIFIC OBJECTIVES	11
5.0 SCOPE	12
6.0 POLICY PRINCIPLES	12
7.0 GENERAL POLICY GUIDELINES	13
7.1 CUSTOMER SERVICE POLICY	13
7.1.1 CUSTOMER SATISFACTION	13
7.1.2 CUSTOMER SERVICE	14
7.1.3 PREMISES ACCESS AUTHORITY	14
7.1.4 MOMENTS OF CRISIS FUND	14
7.1.5 CUSTOMER RELATIONS MANAGEMENT	14
7.1.6 CUSTOMER RELATIONS	14
7.2 COMMUNICATION	14
7.2.1 COMMUNICATION WITH THE COMMISSION	15
7.2.2 CHANNELS OF COMMUNICATION	15
7.2.3 CORRESPONDENCE	15
7.2.4 GENERAL ENQUIRIES	16
7.2.5 TSC WEBSITE	16
7.2.6 DISPLAY OF INFORMATION	16
7.2.7 SPOKESPERSON	16
7.2.8 MEDIA RELATIONS	17
7.2.9 CRISIS COMMUNICATION	17
7.2.10 INTERNAL COMMUNICATION	17
7.2.11 EXTERNAL COMMUNICATION	18
7.2.12 LANGUAGE OF COMMUNICATION	18
7.2.13 ADVERTISING	18
7.2.14 USE OF SOCIAL MEDIA	18
7.2.15 COMMUNICATION AND MEDIA RESEARCH	18

7.2.16	PRODUCTION OF IEC MATERIALS	18
7.2.17	COPYRIGHT	19
7.2.18	ACCESS TO INFORMATION	19
7.2.19	MANAGEMENT OF PUBLIC COMPLAINTS.....	19
7.3	RECORDS MANAGEMENT.....	19
7.3.1	MAIL MANAGEMENT	20
7.3.2	RECORDS STORAGE & MAINTENANCE	20
7.3.3	RECORDS DISPOSAL.....	20
7.3.4	ELECTRONIC RECORDS MANAGEMENT (ERM)	21
7.3.5	RISK MANAGEMENT AND SECURITY OF RECORDS.....	21
7.3.6	ACCESS TO RECORDS.....	22
8.0	POLICY IMPLEMENTATION.....	22
9.0	MONITORING AND EVALUATION	22
10.0	POLICY REVIEW.....	22

VISION, MISSION AND CORE VALUES

Vision

To be a transformative teaching service for quality education

Mission

To professionalize the teaching service for quality education and development

Core values

Professionalism

Customer Focus

Integrity

Team Spirit

Innovativeness

FOREWORD

Information and records are critical resources necessary for realization of good governance and effective delivery of service. Organizations exist because of the customers they serve which calls for appropriate measures to satisfy their needs and minimize complaints. Effective decision-making and delivery of service requires effective communication and proper management of information and records.

The Teachers Service Commission recognizes the need for effective service to customers and the vital role of communication, customer service and management of records in the fulfillment of its mandate by both teachers and secretariat staff. This policy is aimed at providing a framework for effective delivery of service and improvement of customer care, by establishing clear guidelines for communication, customer service and records management including release of material information to the general public, media, customers and other stakeholders.

This policy therefore outlines the procedures and activities undertaken by the Commission to improve customer service, communication and management of records by ensuring that accurate information and records are maintained, accessible to the authorized users and disposed of in accordance with the relevant laws. Further, the policy provides guidelines for broad dissemination of material information pursuant to all applicable legal requirements and prevent improper use or premature disclosure of confidential information.

The implementation of this policy will be instrumental to the realization of the Commission's vision and mission by and clearly communicating the expected service standards to customers and the necessary interventions. It will also guide in records and information's management at the Commission.

The policy shall be implemented in a way that ensures compliance with relevant legislative requirements and standards of best practice.

DR LYDIA NZOMO, OGW, CBS
COMMISSION CHAIRPERSON

PREFACE

The Commission acknowledges customer service, records management and communication as vital elements in enhancing its operations and public image while contributing to employee productivity and strong working relationships. It is for this reason that the Commission has invested resources immensely in establishing various channels of communication and records management systems. The Commission has also maintained an efficient human resource to ensure that customer needs are addressed promptly where applicable and appropriate feedback is provided to all customers.

A clear policy framework is therefore required to establish necessary infrastructure for proper management of information and records for easy access. This policy has been developed with realization that communication and up- to- date management of records are critical tools for effective customer service and that accurate and up-to-date records have a significant contribution towards the Commission's success in the realization of its mandate.

The policy aims at improving customer satisfaction as well as minimizing complaints. The policy outlines measures and guidelines for appropriate management of records and effective communication between the Commission, employees and the public. It also sets standards of service with specific focus on the customer, communication and records management with a view to enhance efficiency in service delivery.

Implementation of this policy will assist the Commission improve its working relationship with stakeholders whilst addressing challenges related to the execution of its constitutional mandate in the delivery of quality teaching across the country. I wish to assure all employees and stakeholders that the Commission will make a deliberate effort to implement this policy in its day- to-day operations with a view to improving service to its esteemed customers.

DR NANCY NJERI MACHARIA, CBS
COMMISSION SECRETARY/ CHIEF EXECUTIVE OFFICER

ACRONYMS/ABBREVIATION

BCP	Business Continuity Plan
CRM	Customer Relations Management
IEC	Information Education Communication
MCF	Moments of Crisis Fund
PAA	Premises Access Authority
KRA PIN	Kenya Revenue Authority Personal Identification Number

DEFINITION OF TERMS

Business continuity plan:	A plan to ensure that business processes continue during a time of emergency or disaster
Customer service:	An act of taking care of the customer's needs by providing and delivering professional, helpful, high quality service and assistance.
Communication channels:	The way this information flows within the Commission and with stakeholders
Customer Relations Management:	Practices, strategies and technologies used by the Commission to manage and analyze customer interactions with a view to improve customer service relationships.
Disaster preparedness:	Measures adopted by the Commission to prepare for and reduce the effects of disaster.
Electronic Records Management:	A computer program or set of programs designed to track and store records.
Employees:	Persons in the employment of the Commission that include teachers and secretariat staff.
Media relations:	The relationship that exists between the Commission and the media.
Offsite backup:	A method of computer data backup involving the use of an offsite location as a means of securing information in the event of a disaster

Risk management:	The process of identifying, assessing and controlling threats to the Commission
Records appraisal:	A process of determining the archival value and ultimate disposition of records.
Records disposal:	Final stage of records management in which a record is either destroyed or permanently retained.
Records management:	A systematic administration of records and documented information for its entire life cycle.

1.0 INTRODUCTION AND BACKGROUND

The Teachers Service Commission was established in 1967 by an Act of parliament Cap 212 of the Laws of Kenya. Subsequently, the enactment of the Constitution of Kenya (2010) elevated TSC to a Constitutional Commission vide Article 237 and enactment of TSC Act 2012. This enactment redefined the Commission's mandate on teacher management to make regulations and policies to enhance its functions.

The mandate of Teacher Service Commission is to register trained teachers, recruit and employ registered teachers, assign teachers employed by the commission for service in any public schools/institutions. The Commission is also mandated to promote and transfer teachers, exercise disciplinary control over the teachers, review the standards of education and training of persons entering the teaching service, review the demand for and supply of teachers and advise the national government on matters relating to the teaching profession. In undertaking its mandate, the Commission needs to be conscious of its customer needs and management of its records.

Further, the TSC Act mandates the commission to; ensure teachers comply with the set teaching standards, facilitate career progression and professional development for teachers in the teaching service including the appointment of head teachers and principals, monitor the conduct and performance of teachers in the teaching service and collect and maintain teacher management data. This requires the Commission to manage it information flow.

This policy on provides guidelines for addressing issues relating to customer service, communication and records management with a view of improving service delivery, increasing customer satisfaction and minimizing complaints.

1.1 Rationale

The Teachers Service Commission has a large workforce comprising of teachers and secretariat staff spread across the country. There is therefore need to institute the appropriate policy framework for effective customer care service, communication and management of records to ensure that employees are served without delay and information is available when required.

The purpose of this policy is to provide clear standards of service delivery focusing on the improvement in customer service, communication and the

management of records with a view to enhance quality of service and customer satisfaction.

2.0 POLICY STATEMENT

The Commission is committed to improving customer service, communication and record management systems, which shall be optimally utilized to enhance service delivery.

3.0 AUTHORITY

The policy derives its authority from the following legal documents:

- a) Constitution of Kenya;
- b) Teachers Service Commission Act (Cap 212), Laws of Kenya;
- c) Access to information Act (2016);
- d) TSC Code of Regulations for Teachers (2015);
- e) TSC Code of Conduct and Ethics for Teachers (2015);
- f) Human Resource Policies and procedures Manual for Secretariat Staff; Basic Education Act (2013);
- g) Public Archives and Documentation Service Act, Cap.19, (2015);
- h) Public Procurement and Disposal Act (2010);
- i) Leadership and Integrity Act;
- j) Public Officer Ethics Act;
- k) Official Secrets Act; and
- l) Public sector communication policy (2015)

4.0 POLICY OBJECTIVES

4.1 General objective

To provide an efficient and effective customer service, communication and records management services to enhance service delivery at the Commission.

4.2 Specific objectives

The policy seeks to:

- i. Maintain a conducive work environment for customer service by regularly assessing and acting on their needs.
- ii. Develop a positive attitude of the employees towards good customer service
- iii. Enhance harmonious working relationship between the Commission and its stakeholders through effective and open communication.
- iv. Protect records and information against inappropriate use and unauthorized access.

- v. Enforce legislative and regulatory requirements in disposal of records.
- vi. Provide a well-coordinated Records Management Programme with clearly stipulated systems, procedures and policies.
- vii. Establish standards and clear procedures for creation, retrieval, capture, maintenance and disposal of records.
- viii. Build capacity of employees for effective records management and assignment of responsibility.
- ix. Monitor and evaluate records management practices for efficient delivery of quality services.
- x. Interpret information emanating from the Commission and present it in a useful and sustainable manner to enhance relations with stakeholders.
- xi. Correct lapses in the flow of information between the Commission and stakeholders.

5.0 SCOPE

This policy shall apply to all employees of the Commission, customers and agents. It will address customer service, communication and record management practices with regard to the Commission's mandate.

6.0 POLICY PRINCIPLES

This policy shall be guided by the following principles;

Confidentiality: Precautionary measures shall be taken to ensure adequate protection during management of information and records in the Commission's offices.

Integrity and

professionalism: High levels of integrity, moral standards and professionalism shall be observed in the management of records and communication with customers.

Accountability: All employees of the Commission shall be responsible for the records they generate, share and maintain.

Accessibility: Access to records and information shall be granted within the existing regulatory framework. The security classification therein identified as top secret, confidential and restricted Information shall apply without any discretion.

Impartiality: All customers seeking services in the Commission's offices shall be accorded fair treatment regardless of sex, religion, race, colour social or disability status.

- Openness:** The Commission shall engage in an open and collaborative dialogue with staff and stakeholders in order to achieve its mandate and objectives.
- Diversity:** The Commission shall ensure that publications and other communication materials depict the diverse nature of the Kenyan society in a representative and an all-inclusive manner.
- Privacy rights:** The Commission shall respect privacy and ownership rights in all online publications and Communication and meet publication standards and communication requirements provided in the laws of the country.
- Efficiency:** The Commission shall endeavour to use the most efficient and effective means of service delivery and communication with customers. Appropriate channels of communication shall be used to clearly convey and respond to customer needs and emerging issues. Records shall be maintained in a manner that ensures efficiency, accuracy and timely retrieval.
- Best practices:** Customer service, communication and records management processes shall be guided by the best practices embedded in the respective Codes of Conduct and Ethics for the Teachers.

7.0 GENERAL POLICY GUIDELINES

7.1 CUSTOMER SERVICE POLICY

The Commission embraces good customer service and strives to ensure that all customer needs are addressed by providing high quality service in an efficient and professional manner. The Commission renders services to many customers who visit its offices daily, communicate via physical mail, electronic mail, telephone calls, on-line services or social media.

Customer service is focused on improving relationships with customers for better delivery of service and customer satisfaction. This policy outlines the expected customer service standards and interventions to improve service delivery in all service areas and the Commission's offices across the country.

7.1.1 Customer satisfaction

The Commission shall carry out regular Customer Satisfaction Surveys to ascertain the levels of satisfaction on service delivery.

7.1.2 Customer service

The Commission shall ensure that quality services are offered to both internal and external customers. Staff of the Commission stationed at the customer care service desk shall wear identification badges.

7.1.3 Premises Access Authority

All visitors seeking services at the Commission's headquarters shall be issued with a Premises Access Authority (PAA).

7.1.4 Moments of Crisis Fund

The Commission shall maintain a Moments of Crisis Fund (MCF) to address emergency cases such as sudden illness, accidents and other unforeseen eventualities within its premises.

7.1.5 Customer Relations Management

The Commission shall maintain a Customer Relations Management (CRM) System to manage its interactions with customers. A Call Centre shall be established to enable customers obtain feedback on their cases without necessarily visiting the Commission.

7.1.6 Customer Relations

Service delivery shall be realigned to make it more customer-oriented. In the same vein, customer complaints shall be handled through relevant Heads of Divisions and Sections. To this end, a mechanism for receiving and acknowledging queries shall be incorporated into an online service. Customers including teachers who may not be satisfied with services in certain service areas shall be referred to the immediate supervisors.

7.2 COMMUNICATION

Communication is an important tool for disseminating organizational values and philosophy to external and internal customers. The commission shall therefore endeavour to provide timely, accurate, clear, objective and complete information about its policies, programmes, services and initiatives to stakeholders while developing new platforms, channels and tools of communication to improve information sharing and collaboration between the employees and customers.

The purpose of this policy is to provide a viable approach to communication that ensures expectations of employees and customers are identified and addressed accordingly through appropriate established channels of communication. This will enhance the Commission's image and provide easy

access to relevant, accurate and appropriate information in both content and quantity.

In this regard, the Commission shall:

- i. Maintain effective communication with stakeholders to enhance its image and instil public confidence and trust.
- ii. Provide efficient and effective communication mechanisms with employees and stakeholders.
- iii. Promote coherent and consistent flow of information both internally and externally.
- iv. Minimize communication breakdown and delays including overseeing a customer feedback programme.
- v. Promote use of appropriate channels of communication for the target customers.
- vi. Use this policy to standardize and harmonize communication structures, processes and procedures.
- vii. Maintain a communication data base and define strategies for crisis, emergency and risk management communication.

7.2.1 Communication with the Commission

The Commission shall use a multimedia approach to operationalize this policy in order to reach as many members of the public as possible.

The contacts of the Commission shall be;

The Secretary, Teachers Service Commission, TSC House Upper Hill, Kilimanjaro Road, off Mara Road, Private Bag - 00100, Nairobi, Kenya, Telephone number +254 020 2892000 or email address at info@tsc.go.ke. All communication to the Commission in respect of its employees shall include the full name, registration number, address and any other relevant detail.

7.2.2 Channels of communication

The Commission shall establish appropriate channels of communication to reach diverse audience. These channels shall be clearly defined to encourage openness and information sharing with employees and stakeholders. These channels shall be used to facilitate authentic dialogue and feedback.

7.2.3 Correspondence

All correspondence shall be addressed to the Secretary, Teachers Service Commission. Communication from teachers shall be channeled through the respective heads of institution and TSC County Director where applicable. Heads of institution shall be obliged to forward all correspondence to the

relevant institutions and employees without delay. On the other hand, secretariat staff shall communicate through immediate supervisors.

7.2.4 General Enquiries

Written communication shall be a vital component of communication in the Commission. General queries and follow-up of correspondence may be done by telephone, email info@tsc.go.ke or in writing. Enquiries can also be done through personal visits to the Commission's offices at Headquarters, Counties and Sub-Counties. Response to correspondence shall be done in accordance with the timelines in the Service charter.

7.2.5 TSC Website

Information of general nature shall be posted on the Commission's website www.tsc.go.ke. Prescribed forms such as transfer, study leave and bank forms among others shall be posted to the website where they can be downloaded. Information posted on the website shall be clear and easy to understand devoid of slang, obscene, offensive or discriminatory remarks, ethnic slurs or sexist innuendoes. It shall be vetted to ensure consistency, harmony and appropriateness.

7.2.6 Display of information

- i. All circulars issued by the Commission shall be displayed on the official notice boards which will be strategically placed. All circulars issued to learning institutions shall be displayed in the staffroom notice boards.
- ii. The circulars will also be available at the TSC website www.tsc.go.ke.
- iii. Heads of institution shall avail the Code of Regulations for Teachers, Code of Conduct and Ethics for Teachers and any other material relevant to the discharge of duties by teachers.
- iv. Heads of institution shall display the Commission's contacts which will comprise its postal address, email address and telephone numbers. The Commission's KRA, PIN number and website address shall also be strategically placed.

7.2.7 Spokesperson

The Commission Secretary shall be the principal spokesperson for the Commission. No official information or documents shall be released to any person without the authority of the Secretary.

7.2.8 Media relations

The Commission shall cultivate a proactive relationship with the media to promote public awareness and understanding of the Commission's mandate and operations.

7.2.9 Crisis communication

The Commission shall proactively respond to issues raised by stakeholders to prevent events that can create negative publicity and loss of public confidence. Crisis communication shall enable the Commission respond rapidly and effectively to potentially negative situations.

In order to effectively respond to crises, the Commission shall constitute a standing Crisis Communication Committee, which will incorporate technical staff from all the Directorates and shall be headed by the Commission Secretary. The Committee will be mandated to:

- i. Design communication strategies and programmes for engaging with key stakeholders such as employees, members of the public and the media.
- ii. Constantly monitor, interpret and manage issues with potential to escalate into crises
- iii. Gather information about crises and approve strategies for internal and external communication.
- iv. Develop and advise on appropriate strategies to deal with the crisis and communicate appropriate information to relevant stakeholders.
- v. Keep each audience informed and channels of communication with each target group included in the Commission's media strategy.

The Corporate Communication office shall:

- i. Maintain regular contact with stakeholders and give advice where issues or developments appear to cause problems.
- ii. Monitor local and international news and advise the Commission Secretary on issues or events relevant to the Commission.

7.2.10 Internal communication

Internal communication is critical in strengthening the organisational culture in the Commission and the feeling of commitment and belonging among the employees. It shall be an integral part of the Commission, which will entail communication between the Board and the employees. In order to promote internal communication, the Commission shall:

- i. Use appropriate means and channels of communication to communicate new policies, services, processes and information.

- ii. Facilitate efficient and effective internal communication to maintain a good working environment for all employees.
- iii. Use written communication as a vital component of communication in the organization.

7.2.11 External communication

The Commission shall use external communication to enhance its relationship with stakeholders. The electronic mail and the Commission's website shall be used as the primary modes of electronic communication and a key platform for external communication. Access to Information Technology (IT) shall be made available to secretariat staff to enhance external communication.

The Corporate Communication office shall have the overall editorial responsibility for the Commission's website which will be used to engage external stakeholders and enhance its corporate image.

7.2.12 Language of communication

English, Kiswahili and sign language shall be the official languages of communication in the Commission.

7.2.13 Advertising

The Commission shall provide guidelines regarding all its advertisements. Alternative and cost-effective advertising outlets that include but not limited to the Commission's website shall be used.

7.2.14 Use of social media

The Commission shall embrace use of social media to engage with external stakeholders and enhance its image. Guidelines on use of Social Media shall be provided. The Commission's Facebook page and twitter handle shall be TSC Kenya and @TSC_KE respectively.

7.2.15 Communication and media research

The Commission shall place emphasis on research in Communication and Media in order to identify the needs for its audience/clients and trends.

7.2.16 Production of IEC materials

The Commission shall use Information Education Communication (IEC) materials in digitized and traditional media formats to interpret its policies and regulations.

7.2.17 Copyright

The Commission shall respect privacy rights and copyright ownership in all publishing and communications. All official communication shall bear the Commission's logo and any collaborating partners in respect of publication acknowledged through display of their logos on the appropriate pages.

7.2.18 Access to information

The Commission shall provide access to general information in accordance with Access to Information Act (2016).

Notwithstanding the foregoing, the Commission shall not provide access to information limited under section 6(1) of the Access to Information Act. This includes information that may;

- i. Endanger the safety, health or life of a person;
- ii. Undermine the public or individual ability to give adequate consideration to a matter whose final decision has not been made;
- iii. Prejudice the public entity's commercial interest;
- iv. Undermine the national security;
- v. Interfere with the due process of law;
- vi. Invade individual privacy;
- vii. Interferes with the Commission's ability to execute its mandate; and
- viii. Infringe professional confidentiality as recognized by law or rules of a registered profession.

7.2.19 Management of public complaints

The Commission considers a complaint to be an expression of dissatisfaction by a customer regarding service delivery. To ensure that customer complaints are addressed, the Commission shall:

- i. Ensure that all complaints are handled fairly and in an efficient and effective manner.
- ii. Initiate resolution of a complaint within 3 days upon receipt.
- iii. Put in place a complaint management system to help respond to issues raised by customers in a timely and cost-effective way. The system is also aimed at boosting public confidence and providing information that can be useful in improving service delivery.

7.3 RECORDS MANAGEMENT

The Commission embraces best record management practices and systems to enhance proper maintenance of records right from creation to the point of disposal. All records created, received, maintained or disposed shall be managed in accordance with the Public Archives and Documentation

Service Act Cap 19 (2015) together with other relevant laws, regulations, internally recognized standards, Government Policies and relevant Guidelines. .

The policy provides guidance on the procedures, practices and regulations on the management of records at the Commission. Appropriate systems and procedures shall be designed to ensure that accurate and reliable records are created and maintained so as to achieve a proper Records Management System.

7.3.1 Mail management

All incoming and outgoing mail shall be coordinated from a designated records management office. Such mail shall be filed, arranged and indexed appropriately for ease of access and retrieval. A procedure of handling mail is detailed in the records management operational manual.

7.3.2 Records storage & maintenance

The Commission shall embrace best practices in the protection of records by ensuring proper storage, maintenance and control. Internal administrative mechanisms shall be established to ensure that all records are kept in accordance with the requirements of ISO 9001:2015 and other existing international standards on record management appraisal and disposal. In this regard, the Commission shall:

- i. Provide adequate and appropriate space and equipment for storage of all active records.
- ii. Design and enforce control procedures for tracking the movement of records.
- iii. Establish internal administrative mechanisms on the control and maintenance of records in all offices.
- iv. Establish a separate records management protocol for confidential records.
- v. Provide appropriate storage facilities in the registries and any other office holding records and also purpose-built records centre for storage of semi-current and non-current records

7.3.3 Records disposal

The Commission takes cognizance that Records cannot be retained indefinitely. Disposal of records shall be done in accordance with the existing laws and regulations. In this regard, the commission shall:

- i. Establish and maintain a Records Centre (Archives) for semi-active and non-active records in a conducive environment.

- ii. Develop records retention and disposal schedules in consultation with the Director, Kenya National Archives and Documentation Services (KNADS)
- iii. Transfer records meant for preservation to the Kenya National Archives or any other institutional archives approved by the Director KNADS where applicable.
- iv. Relinquish both physical and legal control of all records transferred to the National Archives.
- v. Ensure that no records are destroyed without being certified by the officer responsible for the records and authority from the Commission Secretary.

7.3.4 Electronic Records Management (ERM)

Electronic records generated or received by the Commission are public records and shall be subject to statutory and regulatory requirements. The management of electronic records shall be implemented alongside ICT guidelines. In order to maintain integrity, accuracy and authenticity of electronic records, the Commission shall;

- i. Automate all its records;
- ii. Ensure that electronic records are maintained in a secure environment;
- iii. Ensure that electronic records are captured and mainstreamed into the overall records management system; and
- iv. Employees are equipped with the necessary skills and competencies to effectively manage electronic records.

7.3.5 Risk management and security of records

The Commission's records are prone to internal and external threats. In order to guarantee adequate security of records, the Commission shall;

- i. Develop a disaster preparedness and business continuity plan (BCP) giving special attention to vital records that could be used for continuity of business in the event of a disaster;
- ii. Provide alternative offsite storage as backup;
- iii. Direct all employees and agents to protect the records against unauthorized access and removal from the designated storage points, leakage of information, mishandling, malicious damage, exposure and unauthorized alteration of records;
- iv. Conduct regular awareness creation, vetting and granting of access rights to officers entrusted to handle records;
- v. Provide appropriate storage and maintenance facilities to enhance adequate record protection; and

- vi. Constitute a Records Management Disaster Team.

7.3.6 Access to records

It is the responsibility of the Commission to ensure that all records are safe, accessible and protected from unauthorized access. In order to protect records from unauthorized access, the Commission shall;

- i. Establish records management guidelines specifying appropriate levels of access, restrictions and control mechanisms for handling records;
- ii. Periodically review Security status on records to determine the need for additional controls or de-classification of information by the office creating such records;
- iii. Appoint records management officers to ensure that action officers do not hold files beyond the period stipulated in the TSC service charter; and
- iv. Provide Access to records and information within the existing regulatory framework, based on the 'need to know principle'.

8.0 POLICY IMPLEMENTATION

The Commission shall develop appropriate structures and use the existing administrative framework to implement this policy. In addition, the Commission shall constitute the following committee and team to facilitate implementation of this policy:

- i. Crisis Communication Committee; and
- ii. Records Management Disaster Team.

9.0 MONITORING AND EVALUATION

Implementation of this policy shall be monitored and evaluated in line with the existing Monitoring and Evaluation guidelines. Appropriate strategies for monitoring and evaluation of the policy shall be developed and implemented together with the necessary interventions based on the outcomes of the evaluation reports.

10.0 POLICY REVIEW

This policy shall be reviewed from time to time as the Commission may deem appropriate.