

SERVICE DELIVERY CHARTER

VISION : A Trusted Hub for ICT Advisory Services

MISSION: To Foster Efficient Use of ICT Resources Through Provision of Quality Policy Advisory Services to The Government

WE COMMIT TO PROVIDE QUALITY SERVICES WITH COURTESY THAT MEETS AND EXCEEDS EXPECTATIONS IN THE FOLLOWING AREAS:

S/NO	SERVICE(S) RENDERED	CUSTOMER REQUIREMENT(S)	CHARGES	TIMELINE
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email : info@ncs.go.ke Social Media: i. X @NCS_Kenya ii. www.ncs.go.ke iii. LinkedIn National Communication Secretariat	Free	1 working day
4.	Response to complaints and grievances (acknowledge with preliminary response)	Lodge a formal complaint / grievance with relevant details	Free	1 working day
5.	Resolution of complaints	Lodge a formal complaint / grievance with relevant details (either verbal or written)	Free	14 working days
6.	Contribute to review Existing policies in the ICT sector	Initiate policy issues/ gaps Make formal request	Free	2 years

7.	Contribute to development of new policies in the ICT sector	Initiate policy issues/ gaps Make formal request	Free	3 years
8.	Contribute to developing Legal frameworks in the ICT sector	Initiate policy issues/ gaps Make formal request	Free	3 years
9.	Contribute to review of legal frameworks	Initiate policy issues/ gaps Make formal request	Free	3 years
10.	Registration of Suppliers (AGPO)	i. Duly filled application form ii. Company profile iii. Certificate of incorporation/ registration iv. PIN Certificate v. Valid Tax Compliance Certificate/Exemptions vi. Original Bank Statement vii. Copy of Certificate of Registration with relevant regulatory bodies viii. Non -refundable fee payment receipt ix. Copies of annual return forms filed by company registry x. National ID/Passport	Free	14 working days
11.	Processing of Tenders	Submit bids for goods and services	Free	90 days
12.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 day
13.	Payment of goods and services	i. LPO ii. Invoice iii. Certificate of completion iv. Goods received v. Services received	Free	60 days from the date of receipt of the invoice
14.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
15.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
16.	Recruitment of staff	Make formal application based on the advert	Free	90 days
17.	Processing of request for information	Make a request for information	Free	21 days

Feedback and Redress Mechanism.

We are committed to courtesy and excellence in service delivery.

Any Compliments, Complaints, or queries be forwarded to:

The Communications Secretary
National Communication Secretariat
P. O. Box 10756 - 00100, NAIROBI

Email: info@ncs.go.ke

National Communication Secretariat Transcom House at Community, Ngong' Road P.O. Box 10756 - 00100 Nairobi Tel No. +254 271 55 93 Website: www.ncs.go.ke Email: info@ncs.go.ke	Communication on Administrative Justice West End Towers 2nd Floor Waiyaki Way P.O. Box 20414 - 00200 Nairobi Tel: 0202270000 / 0800221349 (Toll Free) Email: info@ombudsman.go.ke complain@ombudsman.go.ke
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