

National Cohesion and Integration Commission



**SERVICE DELIVERY
CHARTER 2021-2025**



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1. PREAMBLE

The National Cohesion and Integration Commission (NCIC) was established by the National Cohesion and Integration (NCI) Act, No.12 of 2008, enacted after the unfortunate events of the 2007 Post-Election Violence (PEV). The desire to establish NCIC was in recognition of the need to rally Kenyans towards national identity and values, mitigate ethno-political competition and ethnically motivated violence, eliminate discrimination on ethnic, racial and religious basis, and promote national reconciliation and healing.

1.1 Scope of the Service Charter

This Charter spells out our commitment to offer quality service to the public. It is a demonstration of our obligations to the public and a reflection of our dedication to excellence as well as fairness in achieving a just and equitable society living in peace, unity and dignity. The Charter outlines the rights and responsibilities of the client and the procedure to follow if our service standards are not met.

In our pledge for continuous improvement in service delivery, we encourage feedback through various channels of communication that have been provided. This Charter serves as a statement of commitment that the Commission intends to live up to towards realizing its mandate.

1.2 Mandate

The National Cohesion and Integration Commission (NCIC) exists to facilitate and promote equality of opportunity, good relations, harmony and peaceful co-existence between persons of different ethnic, racial and religious communities in Kenya, and to advise the Government on all aspects thereof.

According to the NCI Act, No.12 of 2008, the Commission is mandated to:

1. Foster a general understanding of the concepts of national cohesion and integration in reference to the Constitution of Kenya (2010);
2. Address causes of ethnic discrimination, negative ethnicity perceptions of discrimination, unequal distribution of resources and opportunities;



3. Unify and integrate Kenyans into a cohesive society guided by national values and the principles of governance contained in Article 10 of the constitution;
4. Foster equity and social justice by building on, or complementing other on-going national processes aimed at addressing nationhood, national cohesion and integration;
5. Establish and promote principles, standards and best practices that should guide the process of national cohesion and integration and reconciliation;
6. Provide a schedule of roles for various stakeholders in the operationalization of the national cohesion and integration process and establish how these stakeholders can be mobilized to play their roles effectively;
7. Provide an organizational framework for the implementation of the policy's strategic objectives; and
8. Provide a framework for mainstreaming national cohesion and integration into national development programs, projects and activities including infusing cohesion principles into laws and policies as stipulated in the NCI Act.

1.3 Vision



A just and equitable society living in peace, unity and dignity.

1.4 Mission



To promote national unity, equity and elimination of all forms of ethnic discrimination by facilitating equality of opportunities, peaceful resolution of conflict, and respect for diversity among Kenyan Communities.

1.5 Core values



In our quest for provision of quality services we shall be guided by the following core values:

- i. Professionalism
- ii. Integrity
- iii. Affirmative action for the marginalized and the minorities
- iv. Inclusivity



- v. Respect for diversity
- vi. Patriotism
- vii. Impartiality
- viii. Innovation
- ix. Excellence
- x. Commitment

1.6 Our Clients

The Commission serves a multi-stakeholder community that includes:

- i. The general public;
- ii. National and County Governments;
- iii. Development partners;
- iv. Non-Governmental Organizations,
- v. Professional associations;
- vi. Religious organizations;
- vii. The media;
- viii. Private sector/ Business community;
- ix. Diaspora;
- x. International Community;
- xi. Members of staff; and
- xii. Academia.

1.7 Our Commitment

In order to enhance customer satisfaction, the Commission endeavors to:

- i. Provide efficient and effective delivery of services;
- ii. Embrace professionalism and integrity;
- iii. Ensure equity and fairness;
- iv. Uphold diligence and integrity;
- v. Provide consistent, accurate and impartial advice/information;
- vi. Be accountable and transparent in our operations;
- vii. Respect and protect the confidentiality of your information;
- viii. Ensure inclusiveness and participation of the clients and the community in our services;
- ix. Provide a safe and conducive environment; and
- x. Comply with statutory regulations.

1.8 Rights of the clients

At NCIC, we believe that our clients are entitled to:

- i. Quality and timely service in all areas of operation;
- ii. Access to relevant and sufficient information as required and requested;
- iii. Proper documentation and confidential handling of information relating to clients, both internal and external;



- iv. Proper engagement and inclusion in services;
- v. Top notch client relations;
- vi. Respect and courtesy;
- vii. A secure and conducive environment;
- viii. Impartial treatment.

1.9 Client obligations

For the Commission to provide quality and efficient services to our clients, clients will in turn be expected to:

- i. Treat staff with respect and courtesy;
- ii. Provide truthful and sufficient information upon request that will enable fair and accurate interventions;
- iii. Respond to requests for information in a timely manner;
- iv. Comply with the rules and regulations of NCIC;
- v. Adherence to statutory laws – comply with Act in force from time to time
- vi. Provide honest feedback and recommendations for services provided.

1.10 Review of the Charter

This Service Charter will be reviewed EVERY THREE years taking into consideration the Customer Satisfaction Survey that will be conducted every three years.

1.11 Service Evaluation

To evaluate our services to our clients, we will:

- i. Use our client review tools such as filled in forms, client feedback registers and the service desk to seek feedback from our clients to gauge our performance.
- ii. Review the feedback provided by our clients. This feedback will be treated positively, seriously and will be given timely response.

1.12 Handling Complaints

Our clients are encouraged to report all cases relating to ethnic hatred, corruption, discrimination and other unethical behavior through in person visit or through correspondence.



For personal visits, the client should go to;

National Cohesion and Integration Commission
Britam Towers 17th Floor, Hospital Rd, Upper hill
P. O. Box 7055-00100 Nairobi
E-mail Address: complaints@cohesion.or.ke
Website: <http://www.cohesion.or.ke>

For correspondence, the client may use any of the following channels:

- i. Filling in the online complaints forms provided on the website www.cohesion.or.ke
- ii. Send an email to complaints@cohesion.or.ke
- iii. Send a message to our toll free number **15666**
- iv. Facebook: **National Cohesion and Integration Commission**
- v. Twitter: **NCIC_Kenya**
- vi. Phone: **020-2786 000**
- vii. Mobile: **+254-20-2585702/3/1**

All complaints received will be followed with a resolution as follows:

- i. Acknowledgement of any complaint and enquiries received through email or telephone within 24 hours of receipt.
- ii. Endeavour to investigate reported cases of ethnic hatred within (3) months of the report.

Note:

- Complaints submitted anonymously or hypothetically will be given due consideration.
- All complaints will be subjected to a validation process.
- If a client is not satisfied with a resolution of a complaint of an administrative nature, one may seek legal redress through the Commission on Administrative Justice (CAJ) through;

The Commission Secretary/ Chief Executive Officer
Commission on Administrative Justice
West End Towers, Waiyaki Way
P.O. Box 20414-00200 Nairobi
Tel: **+254-20-2270000/ 23030000/ 2603765/ 2441211/ 8030666**
Toll Free Line: **0800221349**
SMS Short Code **15700** (Safaricom subscribers only)
Email: complain@ombudsman.go.ke

1.13 Feedback

We welcome feedback on our services through:

- Forms to be filled in at the end of every service.
- Client feedback registers placed at every guest relation desk.
- Suggestion boxes at strategic places at the NCIC Offices.
- Clicking on feedback button on the website www.cohesion.or.ke

1.14 NCIC Contacts

The normal business hours for the commission are: **8.00m - 5.00pm Monday to Friday**. The office remains closed during public holiday and weekends

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1.15 Abridged Version NCIC Service Delivery Charter - English

NO.	SERVICE OFFERED	REQUIREMENTS TO OBTAIN SERVICE	CHARGES (KSHS)	TIMELINE
1.	Response to inquiries	Client requests	FREE	Immediately to 3 days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	FREE	Acknowledgment within a day. Feedback within seven (7) days.
3.	Dissemination of Annual Report	None	FREE	Month of September each year
4.	Civic Education	Need based	FREE	According to work plan/ as received
5.	Peace building and reconciliation	Need based	FREE	According to work plan/ as received
6.	Investigation of cases	Information on ethnic, religious or racial cases brought to the Commission	FREE	Within 3 months of receipt
7.	Legal services	Information on case(s)	FREE	Within 48 hours



NO.	SERVICE OFFERED	REQUIREMENTS TO OBTAIN SERVICE	CHARGES (KSHS)	TIMELINE
8.	Prequalification of suppliers	Tender document(s) Statutory requirements as stipulated in the tender document	(If downloaded Online) FREE Up to KSHS 1,000 if picked from the Commission	Feedback on prequalification/ annual tendering within thirty (30) days from tender opening
9.	Evaluation and award of open tender/ quotations	Tender document(s) Statutory requirements as stipulated in the tender document	FREE	Feedback on award within thirty (30) days from opening of tenders. Preparation and signing of form of contract within fourteen (14) days from date of notification of award.
10.	Issuance of LPO	Quotations	LPOs	Within 7 days of award
11.	Disposal	Government Policy	Advert cost	Annually
12.	Payments to suppliers	Supporting documents Approval	FREE	Within 30 days after receipt of invoices

NO.	SERVICE OFFERED	REQUIREMENTS TO OBTAIN SERVICE	CHARGES (KSHS)	TIMELINE
13.	Receipting	Supporting documents Payment advice	FREE	Upon receipt of payment
14.	Recruitment, selection and placement	Advertisement Applications	FREE	Within 60 days

1.16 Mkatoba wa Huduma wa Tume ya Uwiano na Utangamano (NCIC)

NAMBARI	HUDUMA	MAHITAJI	MALIPO	MUDA
1.	Kujibu maswali yanayoulizwa	Maombi ya mteja	Bila malipo	Mara moja- siku tatu
2.	Majibu ya malalamishi au maoni	Kupokea malalamishi au maoni	Bila malipo	Kukiri kupokea kwa muda wa siku moja
3.	Kusambaza ripoti ya kila mwaka	Hamna	Bila malipo	Mrejesho katika muda wa siku saba (7)Septemba kila mwaka

NAMBARI	HUDUMA	MAHITAJI	MALIPO	MUDA
4.	Masomo ya umma	Panapohitajika	Bila malipo	Kulingana na ratiba ya kazi
5.	Amani na kuleta uwiano	Panapohitajika	Bila malipo	Kulingana na ratiba ya kazi
6.	Kuchunguza kesi	Taarifa kuhusu kabila, kidini au ubaguzi wa rangi unaloletwa kwa tume	Bila malipo	Katika miezi mitatu kabla ya kupata (Within 3 months of receipt)
7.	Huduma za kisheria	Taarifa kuhusu kesi	Bila malipo	Katika masaa arobaini na nane (48)
8.	Wahitimu wa wasambazaji	Hati za zaburi ana kutimiza maagizo yariratibishwa kwa hati za zaburi	Bila malipo Shilingi 1000 kwa fomu zilizochukuliwa kwa ofisi	Kupeana majibu kwa uhitimu ya zaburi katika mwezi moja (30) baada ya kufungua zaburi

NAMBARI	HUDUMA	MAHITAJI	MALIPO	MUDA
9.	Tathminie ya hati za nukuu	Hati za zaburi ana kutimiza maagizo yariratibishwa kwa hati za zaburi	Bila malipo	Kutoa maoni juu ya tuzo ndani ya siku thelathini (30) tangu kufunguliwa kwa zaburi. Kuandaa na kusaini mkatabe ndani ya siki kumi na nne (14) tangu tarehe ya taarifa ya tuzo
10.	Utoaji wa agizo la ununuzi wa mitaa	Nukuu	Utoaji wa agizo la ununuzi wa mitaa	Baada ya siku saba (7) kutoka tarehe ya tuzo
11.	Kutupa	Kulingana na sheria za serikali	Bei ya kutangaza	Kila mwaka
12.	Malipo kwa wasambazaji	Stakabadhi za kuthibitisha	Bila malipo	Wiki moja baada ya kupokea risiti ya ankara
13.	Kutayarisha malipo	Stakabadhi za kuthibitisha	Bila malipo	Baada ya kupokea malipo
14.	Kuajiri, kuchagua na kutumwa	Tangazo la ajira, barua za kuomba kazi	Bila malipo	Katika siku sitini (60)

One People

One Nation

One Destiny



»» CONTACT US ««

Commission Secretary / CEO

National Cohesion and Integration Commission

Britam Towers 17th Floor, Hospital Rd, Upper hill

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