

ABRIDGED VERSION NCIC SERVICE DELIVERY CHARTER - ENGLISH

NO.	SERVICE OFFERED	REQUIREMENTS TO OBTAIN SERVICE	CHARGES (KSHS)	TIMELINE
1.	Response to inquiries	Client requests	<b>FREE</b>	Immediately to 3 days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	<b>FREE</b>	Acknowledgment within a day. Feedback within seven (7) days.
3.	Dissemination of Annual Report	None	<b>FREE</b>	Month of September each year
4.	Civic Education	Need based	<b>FREE</b>	According to work plan/ as received
5.	Peace building and reconciliation	Need based	<b>FREE</b>	According to work plan/ as received
6.	Investigation of cases	Information on ethnic, religious or racial cases brought to the Commission	<b>FREE</b>	Within 3 months of receipt
7.	Legal services	Information on case(s)	<b>FREE</b>	Within 48 hours
8.	Prequalification of suppliers	Tender document(s) Statutory requirements as stipulated in the tender document	(If downloaded Online) <b>FREE</b> 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	<b>FREE</b>	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	<b>FREE</b>	Within 30 days after receipt of invoices
13.	Receipting	Supporting documents Payment advice	<b>FREE</b>	Upon receipt of payment
14.	Recruitment, selection and placement	Advertisement Applications	<b>FREE</b>	Within 60 days