

National Cohesion and Integration Commission



NATIONAL
COHESION AND
INTEGRATION
COMMISSION

SERVICE CHARTER

Vision

A Peaceful, Cohesive, United and Integrated Kenyan Society

Mission

Facilitate the development of all forms of economic, social, cultural and political diversity, harmoniously, peacefully and sustainably.

Core

- 1. Promote national unity and social cohesion
- 2. Facilitate the development of all forms of economic, social, cultural and political diversity, harmoniously, peacefully and sustainably
- 3. Promote national unity and social cohesion
- 4. Facilitate the development of all forms of economic, social, cultural and political diversity, harmoniously, peacefully and sustainably



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Vision
A Peaceful, Cohesive, United and Integrated Kenyan Society.

Enhancing the Capacity of Citizens and the Public Sector for National Cohesion



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Our Vision

A peaceful, cohesive, united and integrated Kenyan society.

Our Mission

Facilitate elimination of all forms of ethnic discrimination and proactively promote tolerance, understanding and acceptance of diversity, peaceful coexistence and unity.

Our Mandate

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 of Kenya, and to advice the Government on all aspects thereof.

PURPOSE OF THE CHARTER

This Service charter sets out the service standards that the public should expect from the Commission and its staff. It is a demonstration of our commitment to the public and a reflection of our dedication to excellence as well as fairness in achieving a peaceful cohesive and harmonious society. This Customer Service Charter outlines your rights and responsibilities and the procedure to follow if our services standards are not met. It also spells out our feedback process, so that you can tell us how well we are performing and how we can improve our service to you. This charter also serves as a statement of commitment that the Commission intends to live up to its mandate.

WHO WE ARE

The National Cohesion and Integration Commission (NCIC) was established under 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.

What We Do

- Foster a general understanding of the concepts of national cohesion and integration in reference to the Constitution of Kenya (2010) and the NCI ACT No. 12 of 2008;
- Address causes of ethnic discrimination, negative ethnicity perceptions of discrimination, unequal distribution of resources and opportunities;
- Unify and integrate Kenyans into a cohesive society guided by national values and the principles of governance contained in Article 10 of the constitution;
- Foster equity and social justice by building on, or complementing other on-going national processes aimed at addressing nationhood, national cohesion and integration;
- Establish and promote principles, standards and best practices that should guide the process of national cohesion and integration and reconciliation;
- 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;
- Provide an organizational framework for the implementation of the policy's strategic objectives; and
- 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.

Core Values

Values are an integral part of an organization's culture, which in turn creates a sense of identity, belonging, direction and purpose. In our quest for timely provision of quality services, we shall be guided by the following core values: Professionalism, Integrity, Affirmative action for the marginalized and the minorities; Inclusivity and Respect for Diversity.

Our Customers/Stakeholders

The Commission serves a multi-stakeholder community. These include:

- General Public;
- National and County Governments;
- Development partners;
- Non-Governmental Organizations,
- Professional associations;
- Religious organizations;
- The media; and
- Members of staff.

Our Customer Service Commitment

The Commission is committed to meeting customer requirements. We will strive to exceed our expectations in order to enhance customer satisfaction. The Commission has continuously sought to improve the quality of our services and we welcome your feedback on our performance.

Subject to the powers conferred upon the National Cohesion and Integration Commission (NCIC), the Commissioners and Secretariat will endeavor to:

- Provide efficient and effective delivery of services;
- Embrace professionalism and integrity;
- Ensure equity and fairness;
- Act with diligence and integrity;
- Provide consistent, accurate and impartial advice/information;
- Be accountable and transparent in our operations and;
- Respect and protect the confidentiality of your information;

Our Service Standards

NCIC aims to provide exceptional services and go the extra mile in order to give the best to its customers. This Customer Service Charter is our formal commitment and promise to provide our clients with services that meet their expectations. The service standards outlined below are indicative targets providing the benchmark to measure our performance and apply to all areas of the Commission.

Attending to Clients



- When you visit us we will attend to you immediately you arrive at the reception desk;
- Once cleared at the reception, the visitor(s) will be attended to by the relevant officer(s) within 5 minutes;
- If the relevant officer cannot be reached, we will advise the customer to see other officers capable of handling the matter or leave a message.



Procurement Services

- We will issue LPO's within 7 days after award;
- Quotations will be processed within Seven (7) days from the date of opening;
- The tendering process will take thirty (30) days (Advertising, closing and opening of tenders, evaluation and award);
- We will continually maintain a pre-qualified list of bidders in the Commission's register.

Finance and Accounting Services

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We will endeavor to:

- Make payments to suppliers within seven (7) days after receipt of invoices from the Procurement Department;
- Make payment for petty expenses within 24 hours.

Recruitment

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- The process of recruitment shall be completed within 60 days from the time of advertisement to issuance of the appointment letter.

Undertaking Research

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- We will continuously undertake research that promotes national cohesion and integration.

Social Media

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- Enquiries through social media (twitter and Facebook) will be responded to within one day.

Civic Education



Members Of Amani club With NCIC Officers in Kwale County

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- We will continuously promote education and training programmes to create public awareness in peace cohesion and integration.

Emails

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- All emails shall be acknowledged immediately and forwarded to the respective officers for necessary action within three(3) days from the receipt of the email

9 Reconciliation and Integration

- We will continually implement peace building and reconciliation activities across the country;
- We will continually maintain a robust and responsive conflict Early Warning and Early Response Systems (EWER).



An elder addressing issues that affect peace and cohesion in Marti, Samburu North sub-county.

Annual Report

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- NCIC's Annual Report will be published and issued annually in the month of September.

ICT Services

We will:

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- Continually maintain an accessible website;
 - Continually update the information on our website;
 - Ensure that the website is dynamic and user friendly to enable easy access and interaction by on-line users.

In-coming Telephone Calls

When you telephone us we will;

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- Answers 75% of the calls within the first three (3) rings and up to 100% of all calls within the first five (5) rings;
 - Handle your calls between 7.30a.m and 5.00p.m each working day;
 - Identify ourselves by name and/or our work area;
 - Aim to resolve your enquiry during the call;
 - Take your details for the appropriate person to return your call if the person receiving your call is unable to deal with it right away;

Complaints Handling

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• Our customers are encouraged to report all cases relating to ethnic hatred, discrimination, incitement and related offenses. **You can report:**

i. In person by visiting our offices at Upperhill, KMA Centre 6th Floor

ii. By filling out our online complaints form provided in our website www.cohesion.or.ke.

iii. You can also send an email to complaints and info@cohesion.or.ke

iv. You can send a message to our toll free number 15666

• We shall acknowledge our customers' complaints



Below is a list of complaints you can lodge to NCIC

1. Ethnic discrimination
2. Discrimination by way of victimization
3. Comparison of persons of different ethnic groups
4. Harassment on the basis of ethnicity
5. Discrimination in employment
6. Discrimination in membership of organizations
7. Discrimination by other agencies
8. Discrimination in access to and distribution of public resources
9. Discrimination in property ownership, management and disposal
10. Hate speech
11. Offence of ethnic or racial contempt

An illustration of the complaints portal



You can also reach us on:-

National Cohesion and Integration Commission
 KMA Center 6th Floor, Mara Rd, Upper hill
 P.O. Box 7055-00100 Nairobi, Kenya
 Tel. +254-02-2585702/3/1
 Email: info@cohesion.or.ke
 Website: www.cohesion.or.ke

and enquiries (if received via-email or telephone) within 24 hours of receipt;

- The Commission will endeavor to investigate reported cases of ethnic hatred within three (3) months of the report;

Note: Complaints submitted anonymously or hypothetically are given due consideration. All complaints are subjected to the validation process.

Customers Obligations

We expect you to:

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- Treat staff with respect and courtesy;
- Provide truthful and sufficient information upon request to enable fair and accurate interventions;
- Respond to requests for information in a timely manner;
- Observe NCIC's rules and regulations;
- Provide feedback and comments on the service provided;
- Ensure that the letters you send to us are correctly addressed, include the correct postcode provide us with complete contact information to enable us respond to you promptly.

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Our Obligations

We shall endeavor to provide the client with high quality and timely service by;

- Treating the information you give us in the course of seeking our services with utmost confidentiality;
- Providing services with the greatest professional competence;
- Providing you with all relevant information that you may request;
- Resolving all complaints received within the stated timelines;
- Be ethical in all our dealings with you at all times

General Expectations

These goals may not be attainable due to;

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- Circumstances beyond our control;
- General public holidays.

However, we pledge to do our best to meet your expectations and we will advise you if we are unable to do so.

The promises we have detailed in this Charter do not remove the LEGAL RIGHTS to redress. We will

endeavor to resolve complaints satisfactorily and promptly. We welcome feedback and suggestions for improvements of our services. Your feedback should be directed to the Commission Secretary/ Chief Executive through the contacts provided.

Review of the Charter.

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We will, in consultations with our Customers and Stakeholders, review this Service Charter once every three years. We will continuously monitor and evaluate the level of our service delivery. A customer satisfaction survey will be conducted annually.

Disclaimer

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While every precaution has been made to ensure that the information included in this document is accurate, it is intended **ONLY** as a guideline and should not be regarded as (or used in lieu of) legal advice. The National Cohesion and Integration

Commission will not therefore accept any liability for the consequences of any actions taken, or decisions made upon the information offered.

SERVICE DELIVERY MATRIX

Service	Customer Requirements	Response Time	Charges
<p>Customer care</p>	 <p>Physical Visit</p>	<p>Attend to you IMMEDIATELY you arrive at the reception desk</p> <p>Once cleared at the reception, the visitor(s) will be attended to by the relevant officer(s) within</p> <p>5 minutes</p>	
	 <p>Emails</p>	<p>All emails shall be acknowledged IMMEDIATELY and responded to within</p> <p>3 Days</p> <p>from the receipt of the email</p>	
	 <p>Telephone calls</p>	<p>We will answer 75% of the calls within the first three (3) rings and up to 100% of all calls within the first five (5) rings. We will handle your calls between 7.30 a.m and 5.00 p.m each working day.</p> <p><i>Take your details for the appropriate person to return your call if the person receiving your call is unable to deal with your query right away</i></p>	

Service	Customer Requirements	Response Time	Charges
Management of Complaints/ Compliments 	<ul style="list-style-type: none"> - Walk in - Fill in our online complaints form provided in our website www.cohesion.or.ke AND /OR - Send an email to complaints@cohesion.or.ke AND /OR - Send a message to our toll free number 15666 	<p>Acknowledge complaints and enquiries within 24 hours of receipt</p> <p>Investigate reported cases of ethnic hatred within three (3) months of the report.</p>	
Civic Education and Advocacy	<ul style="list-style-type: none"> - Explain training needs (e.g. National values; Amani clubs; Diversity) - Explain type of targeted audience (e.g Students/ teachers / MDA's / Non-state actors / General public) 	<p>Within 1 week</p>	
Processing of Research Questionnaires	<p>Submission of request by email</p>	<p>Within 2 weeks</p>	
Facilitation of Peace Building and Reconciliation Initiatives	<ul style="list-style-type: none"> • Provide details of conflict • Provide details of peace initiative to be supported by the commission. • Provide logistical details (place, venue) for training in peace building and reconciliation. 	<p>7 days</p>	
Issuance of LPO's	<p>Submission of bids within stipulated timelines</p>	<p>7 days after award</p>	

Service	Customer Requirements	Response Time	Charges
<p>Processing of Quotations</p>	<p>Submission of quotes within stipulated timelines</p>	<p>7 days from the date of opening</p>	
<p>Processing and award of tenders</p>	<p>Submission of tenders within stipulated timelines</p>	<p>Within 30 Days of opening tenders.</p>	
<p>Endorsement and forwarding of invoices to finance department for payment</p>	<p>Relevant documentation for payment for services provided</p>	<p>Within 2 days</p>	

Service	Customer Requirements	Response Time	Charges
Prequalification of suppliers	Submission of complete tender document as required within stipulated timelines	2 months before the beginning of the financial year	If the form is downloaded from website its free If picked from the Commission a fee of Ksh.2,000 is applicable.
Payments to suppliers	Submission of tax invoices and delivery notes.	1 week after receipt of invoices from Procurement Department	
Payment of petty Expenses	Proof of work done or goods supplied (delivery note and cash receipt)	within 24 hours	
Payments to the Commission	Cash, Cheque or bank deposit slips	Immediately	

One People One Nation One Destiny

For further information, contact:

National Cohesion and Integration Commission

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 info@cohesion.or.ke Website: www.cohesion.or.ke

 National Cohesion and Integration Commission

 Twitter: @NCIC_Kenya