



**NATIONAL SYNDemic DISEASES  
CONTROL COUNCIL**

## NATIONAL SYNDemic DISEASES CONTROL COUNCIL

### CITIZEN SERVICE DELIVERY CHARTER

#### Vision

To be a global leader in the provision of people-centred solutions to end epidemics.

#### Mission

To lead a people-centred and evidence-driven response to end new HIV infections, AIDS and related epidemics in Kenya

SERVICES RENDERED	WHAT NSDCC EXPECTS FROM YOU AS A CUSTOMER	RESPONSE TIME	COST
1. Customer Care  Management of complaints and compliments	Personal visit  Telephone E-mail General Correspondence  Filing complaint/compliment	Up to 10 Minutes maximum on appointment Up to 3 rings Within 2 Days Acknowledge within 48 hours Acknowledge within 48 hours and resolve within 14 days. Timeline for resolution may be extended for complaints that require investigation.	Free
2. Stakeholder Coordination Forums/ Meetings and workshops Development and review of coordination policies and guidelines	Providing forum for information sharing and decision making. Participation in the development process	Quarterly/ Annually On need basis	Free
3. Technical support Technical assistance to counties Public sector Mainstreaming	Identify the challenges for TA Mapping of capacity gap Request for technical assistance	On need basis  On need basis On need basis	Free

4. Monitoring and evaluation Strategic information (M&E) products and data Reporting tools and guidelines	Timely submission of data and reports Request for tools and guidelines	Annually/Quarterly  Monthly	Free
5. Policy and strategic direction	Participating in policy review and formulation discussions	On need basis	Free
6. Resource Mobilization <ul style="list-style-type: none"> <li>• GOK</li> <li>• Developing Partners</li> <li>• Public Private Partnerships</li> </ul>	Providing accurate information on funding and fund flow. Participation in the resource mobilization process	Annually On need basis	Free
7. Communication services <ul style="list-style-type: none"> <li>• Newsletters</li> <li>• E-Bulleting</li> <li>• Publications</li> <li>• Websites and social media platforms</li> <li>• Information and Knowledge center</li> </ul>	Regularly visit the website, research hub and other communication platforms Provide feedback Provide feedback  Provide feedback	Regularly Bi-monthly Annually Daily Daily  Daily	Free  Free Free Free
8. Biennial Maisha Conference	Abstract submission and participation	Biennial	Free Apply
9. Maisha Certification	Application for certification Timely reports Feedback on reports	Annually  Quarterly	Free Apply
10. World Aids Day	Participation <ul style="list-style-type: none"> <li>• Resources</li> <li>• Feedback</li> <li>• Information</li> </ul>	Annually	Free
11. Recruitment of Staff  Internship and attachments	Application Letter  Application letter/Forum	Maximum 14 days following advertisements Position must be filled by maximum six months upon advertisement Maximum 14 days following advertisement	Free

12. Payment to suppliers and service providers	Evidence of supply/ provision of goods and services Invoices and other payment processing instruments Inspection of goods/services and issuance of inspection and acceptance certificate	Payment within 30 days.  Within 5 days after supply/service provision 3 days	Free
13. Procurement of goods and services	Request/application for prequalification of suppliers Submission of quotations/tender documents Submission of bids	Annually Within 3 days and processing up to 14 days Tendering process 21 days for below Ksh 3,000 Ksh 2 Million and 50 days for above 2 Million	Free

**The NSDCC is committed to courtesy and excellence in service delivery in line with national values and environmental sustainability.**

**The NSDCC Offices are operational Monday to Friday with the following working hours**

**Morning 8:00am - 1:00pm | Afternoon 2:00pm - 5:00pm**

**Any services that do not conform to the above standards or any officer that does not live up to commitments to courtesy and excellence in services delivery should be reported to:**

### **Chief Executive Officer**

National Syndemic Diseases Control Council

Landmark Plaza 9<sup>th</sup> Floor

P.O BOX 61307 00200

**Nairobi, KENYA**

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Hotline: **020 2715000**

Toll free line: **0800 720007**

Email: [Communication@nsdcc.go.ke](mailto:Communication@nsdcc.go.ke)

Web: [www.nsdcc.go.ke](http://www.nsdcc.go.ke),

## **The Commission Secretary**

Commission of Administrative Justice

(CAJ) The Ombudsman.

West End Towers 2<sup>nd</sup> Floor Waiyaki way

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Facebook: **NSDCC**;

Twitter: @nsdcc\_Kenya;

Instagram: nsdcc\_kenya