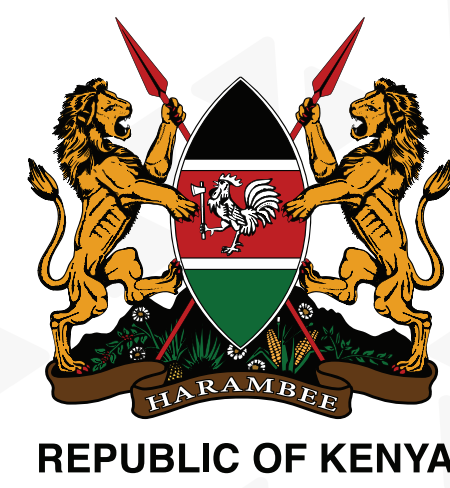




CITIZEN SERVICE DELIVERY CHARTER

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.

Core Values: Integrity, Professionalism, Accountability, Diversity and Flexibility

Our Commitment

The National Syndemic Diseases Control Council (NSDCC) is committed to serving all customers with integrity, transparency and inclusion in accordance with Article 10(2) and 232 of the Constitution of Kenya.

S/NO	SERVICES	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINES
1.	Stakeholder engagement in the development and review of Policies, Strategies and Guidelines for the Syndemic Diseases Response in Kenya	Participation in consultative forums	Free	14 Days
2.	Dissemination of Progress Reports, HIV estimates and Programme Performance Reports	Access via www.nsdcc.go.ke	Free	Available on www.nsdcc.go.ke
		Submit specific data request	Free	14 Days
3.	Dissemination of Policies, Strategies and Guidelines for the Syndemic Diseases Response in Kenya	Access via www.nsdcc.go.ke	Free	Available on www.nsdcc.go.ke
4.	Training and capacity building on HIV & other syndemic diseases	Submit a formal request	Free	14 Days
5.	Provision of condoms	Formal request	Free	14 Days
		Walk-in		30 Minutes
6.	Access to Information (ATI) facilitation	Formal request for info (E-mail, letter, or oral)	Free	21 Days
7.	Multisectoral Coordination in Addressing HIV and Other Syndemic Diseases among Key and Vulnerable Populations (KVPs)	Formal request for support or engagement	Free	10 Working days
8.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 Day
9.	Development of Syndemic Diseases Monitoring and Evaluation Framework	Public Participation and feedback	Free	60 Days
10.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 Seconds
11.	Response to enquiry by Walk-in clients	Walk-in and make the inquiry	Free	5 Minutes
12.	Response to correspondence	Written correspondence (letters)	Free	5 Working days
		E-mail and social media	Free	1 Working day
13.	Acknowledge Complaints from the public	Make a complaint	Free	1 Working day
14.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
15.	Registration of suppliers	Register in the e-Government Procurement (e-GP) Kenya system and the NSDCC e-procurement registration portal Submit the following: • Duly filled form • Company profile • Certificate of incorporation/ Registration • PIN Certificate • Valid Tax Compliance • Certificate/Exemptions • Original Bank Statement • Copy of certificate of registration with relevant regulatory bodies • Non-refundable fee payment receipt • Copies of annual return forms filed by company registry • National ID/Passport	Free	14 Working days
16.	Processing of tenders	Submit bids for goods and services	Free	90 days
17.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working day
18.	Payment of goods and services received	L.P.O/Invoice Certificate of Completion / Goods/Services Received	Free	60 Days from the date of receipt of the invoice
19.	Disposal of obsolete stores	Submission of bids	Free	60 Days from the date of advertisement
20.	Recruitment of staff	Make formal application based on the advertisement	Free	90 Days
21.	Processing of request for information	Make a request for information	Free	21 Days

Any service that does not conform to this charter, or any officer who fails to uphold its stipulated goals, should be reported to the Chief Executive Officer or to the Commission on Administrative Justice (CAJ).

Our Promise

We are committed to maintaining the highest standards of service delivery. To uphold this commitment, the Council has established clear customer complaints procedures that are diligently followed to ensure all concerns are handled efficiently and resolved in a timely manner.

The Chief Executive Officer, National Syndemic Diseases Control Council (NSDCC)

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OR

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