



NATIONAL COUNCIL FOR POPULATION AND DEVELOPMENT

CITIZENS SERVICE DELIVERY CHARTER

Our Vision

"Quality Population for a Prosperous Kenya"

Our Mission

"To provide Excellent Leadership in Population Policy Development and its Implementation for Sustainable Development"

Service to the Stakeholders	Commitment to the Public
In the provision of the services the employees will be expected to:	
<ul style="list-style-type: none"> Be friendly and approachable Remain honest, ethical and professional at all times Treat stake holders equally, fairly and with respect Ensure stakeholders experience exceptional standards of service every time. 	

Services	Obligation	Duration	Responsibility
Response to enquiries	Voluntary visits	10 minutes	All staff
	Calls	Immediately	All staff
Response to written correspondences	Emails	2 days	Respective HOD/DG
	General issues	7days	Respective HOD/DG

SERVICES RENDERED/DELIVERED	CUSTOMER EXPECTATIONS	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINE
Conduct Research on population matters	Timely, reliable, updated/new, and accurate information on population matters	Provide accurate information when required and utilize the findings for programme and policy	Nil	Continuously
Produce Policy Briefs on Topical Population Issues	Timely, reliable, updated/new, and accurate information on population matters	Utilize the policy and programme recommendations to enhance the country's population programme	Nil	Annually
Develop population and related policies	Timely, accurate, and reliable information to guide the country's population and related programmes	Implementation of the policies	Nil	When need arises
Coordinate implementation of the population policy and programmes by various stakeholders.	Effective coordination of the implementation of population policies and programmes	Participation in various forums as required Provide accurate information as required	Nil	Continuous
Carry out Monitoring and Evaluation of the implementation of population programmes.	<ul style="list-style-type: none"> Timely reporting Reliable data/information 	Provide accurate information as required	Nil	Quarterly and Annually
Develop and disseminate IEC materials/messages through mass media, workshops, seminars, conferences and public exhibitions on population issues in Kenya.	<ul style="list-style-type: none"> Relevant information 	Participation in various forums as required Use information provided	Nil	Quarterly

Commitment to Suppliers

SERVICES RENDERED	OBLIGATION	USER CHARGES	TIMELINE
Information on procurement	Post Tenders on NCPD website and government tenders' portal Open tenders posted in our website	Nil	According to tender requirement
The sale of annual tenders for goods and services	Advertisement of tenders	At a fee	According to tender requirement
Procurement of good, works and services	Ensure compliance with public Procurement and Asset Disposal Act 2015 and Regulations 2016	Nil	Continuous
Payments of goods and services	Timely provision of relevant documents as required	Nil	Within 30 days After the receipt of an Invoice and all relevant documents

NCPD Commits to offer population and all services in accordance with values and principles of public service as provided for in the Kenya Constitution of 2010.

We commit to provide efficient and effective services to our customers and encourage feedbacks from clients in order to continually improve on the quality of our service delivery.

In case clients are not satisfied with our services, direct your complaints to;

The Director General
National Council for Population and Development
 Chancery Building, 4th Floor, Valley Road **NAIROBI**
 Tel: +254-20-2711711
 Email: info@ncpd.go.ke / complaints@ncpd.go.ke

Or

The Commission on Administrative Justice
"Office of the Ombudsman"
 West End Towers, 2nd Floor, Waiyaki Way, Westlands
 P.O.Box 20414-00200, **NAIROBI**
Tel: +254-20-2270000 / 2303000 /
 2603765 / 2441211 / 8030666
Email: complain@ombudsman.go.ke

Quality Service is Your Right