



NATIONAL COUNCIL FOR POPULATION AND DEVELOPMENT

CITIZENS' SERVICE DELIVERY CHARTER

NO.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1	Receive incoming calls	Clarity and courtesy	Free	Within 3 rings
2	Attend to visitors on arrival at NCPD offices	Clarity and courtesy	Free	Within 10 minutes of arrival
3	Response to enquiries	Use of the appropriate channels: 1. Telephone calls 2. Physical visit to office 3. Emails 4. Letters 5. Suggestion boxes	Free	Immediately to within 7 working days
4	Payment to suppliers within agreed credit period	Provide supporting documents as listed below: 1. Invoices 2. Credit note 3. Certificate of final Acceptance 4. Approved contract/SLA/Duplicate LPO	Free	30 days after delivery
5	Procurement of goods and services	Obtain the prequalification or tender documents. Compliance with the Public Procurement and Asset Disposal Act and Regulations.	Free	Feedback within 2 weeks after conclusion of process
6	Recruitment	Application letter and other requirements in response to an advert	Free	Within 6 months
7	Conduct Research on population matters	Provide accurate information	Free	Continuously
8	Provide Research data and reports.	Written request to Director General for research data and reports Utilize the findings for programme and policy	Free	Continuously
9	Develop/review population and related policies and publish policy briefs and position papers on topical population issues	Provide proposals/suggestions on new policies Utilize the policy and programme recommendations to enhance the country's population programme Implementation of the policies	Free	When need arises
10	Coordinate implementation of the population policy and programmes by various stakeholders.	Participation in various structured, quarterly, biannual and annual forums. Provide accurate information as required Utilization and adherence to the Coordination Strategy	Free	Continuous
11	Carry out Monitoring and Evaluation of the implementation of population programmes.	Provide accurate information as required	Free	Quarterly and Annually
12	Develop and disseminate IEC materials/messages on population issues through mass media, workshops, seminars, conferences and public exhibitions.	Written request to Director General for IEC materials Participation in various forums as required Utilization of IEC materials for programming and decision making by customers.	Free	Continuously
13	Access to online reports	Log in to the Council website	Free	Reports available within seven (7) days after launch.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Director General,
National Council for Population and Development,
4th Floor, Chancery Building, Nairobi.
P. O. Box 48994-00100
Tel: 0202711711
Email: directorgeneral@ncpd.go.ke

NCPD Complaints Committee,
Email: complaints@ncpd.go.ke
Toll Free Line: 0800724212

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email : complain@ombudsman.go.ke
Toll Free Line: 0800221349



HUDUMA BORA NI HAKI YAKO