



NATIONAL COUNCIL FOR POPULATION AND DEVELOPMENT CITIZENS SERVICE DELIVERY CHARTER

Vision: A well-managed population for a prosperous Kenya.

Mission: To provide Leadership in Population Policy Management for improved well-being of all Kenyans.

Core Values: Teamwork, Professionalism, Integrity, Innovation, Inclusiveness

S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (If any)	Timeline
1.	Response to Enquiry By Walk-in Customers.	Walk in and make enquiry	Free	1 minute
2.	Response to Phone Calls (Landline or any other official line)	Phone call	Free	15 seconds
3.	Response to Correspondence	Written Correspondences (letters)	Free	5 Working days
		Email and social media (X, Facebook, LinkedIn, You tube)	Free	1 working day
4.	National Population Policy	Access online/written request	Free	Immediate for online access/within 2 working days (for written requests).

5.	Coordination of Population Programme Implementers	Invitation to participate in planned forums (Physical/virtual)	Free	14 days before the event
6.	Dissemination/Sharing Knowledge and Information on Population and Development	Invitation to participate in planned forums (physical/virtual) Online access	Free	14 days before the event/ immediate for online access
7.	Annual State of Kenya Population Report	Access online Written request	Free	Immediate for online access/within 2 working days (for written requests).
8.	Annual ICPD25 Progress Reports	Access online Written request	Free	Immediate for online access/within 2 working days (for written requests).
9.	Annual Demographic Dividend Status Report	Access online Written request	Free	Immediate for online access/within 2 working days (for written requests).
10.	Research Reports	Access online Written request	Free	Immediate for online access/within 2 working days (for written requests).
11.	Further Analysis Reports	Access online Written request	Free	Immediate for online access/within 2 working days (for written requests).
12.	Provision of Technical Advice on Population and Development Issues	Access online Written request	Free	Within 30 days
13.	Population Research Services	Access online Written request	Free	Within 30 days
14.	Advisory Reports on Population and Development Issues	Access online Written request	Free	Immediate for online access/within 2 working

				days (for written requests).
15.	Advocacy Reports	Access online Written request	Free	Immediate for online access/within 2 working days (for written requests).
16.	Kenya Population News Magazine (Kenpop)	Access online Written request	Free	Immediate for online access/within 2 working days (for written requests).
17.	Library Services (Resource Centre)	Physical visits	Free	Open weekdays from 9am to 4pm; closed on public holidays.
18.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days

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, The Chancery, 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

