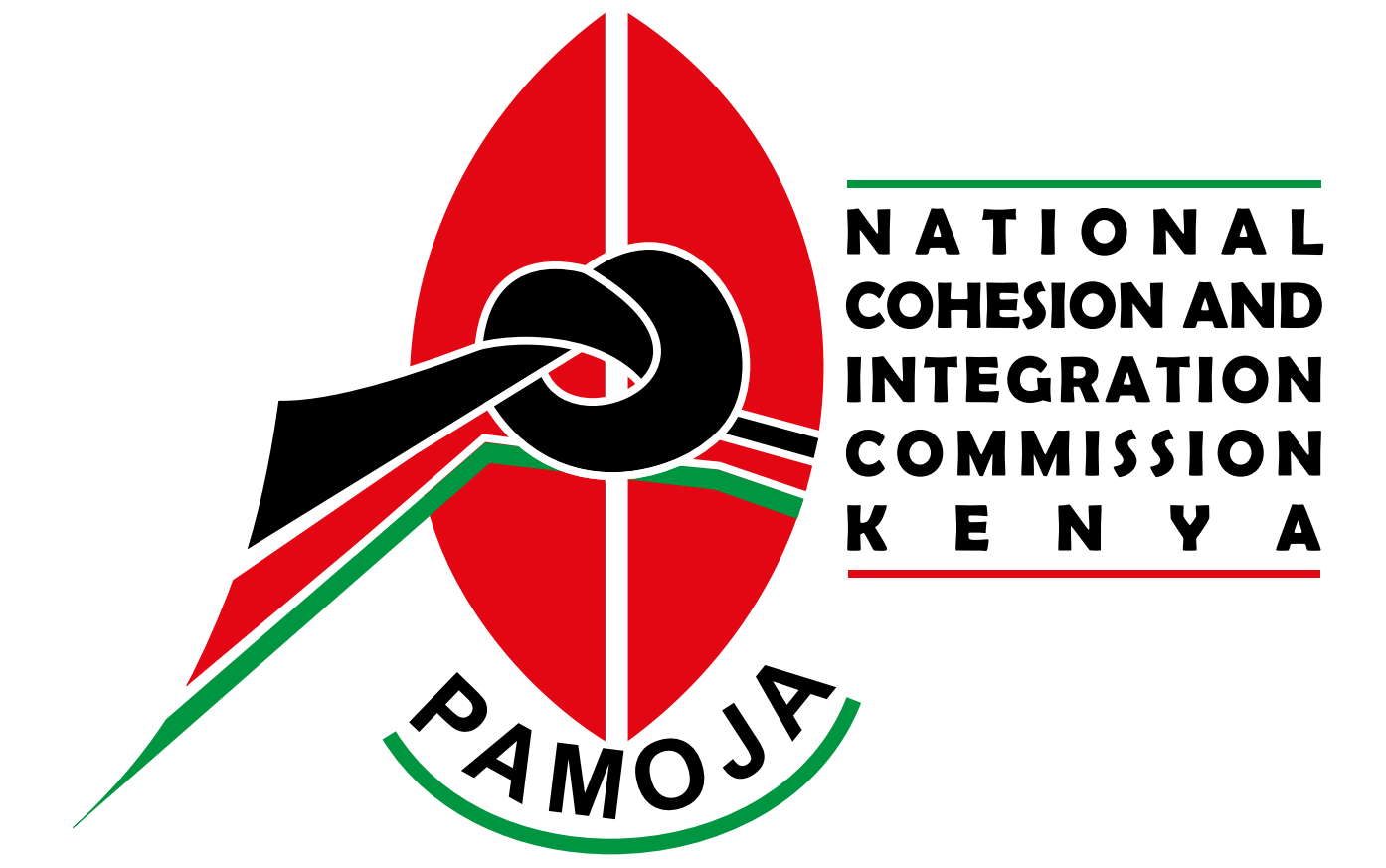


REPUBLIC OF KENYA

NATIONAL COHESION AND INTEGRATION COMMISSION

NCIC SERVICE DELIVERY CHARTER



NO	SERVICE OFFERED	REQUIREMENTS TO OBTAIN SERVICE	CHARGES(KSHS)	TIME/DURATION
1.	Response to inquiries	Clients requests	FREE	Immediately to 3 days
2.	Response to Complaints, or Suggestions	Receipts of Complaints, Complaint or Suggestion	FREE	Acknowledgment within a day. Feedback within seven (7) days.
3.	Dissemination of Annual Report	None	FREE	Month of September each year
4.	Civil Education	Need based	FREE	According to work plan received
5.	Peace building and reconciliation	Need based	FREE	According to work plan received
6.	Investigation of cases	Information on ethnic, religious or racial cases brought to the Commission	FREE	Within 3 months of receipt
7.	Legal services	Information on case(s)	FREE	Within 48 hours
8.	Pre-qualification of suppliers	Tender document(s) Statutory requirements as stipulated in the tender document	FREE (If downloaded Online) Up to KSHS 1,000 If picked from the Commission	Feedback on prequalification/ annual tendering within thirty(30) days from tender opening
9.	Evaluation and award of open tender/ quotations	Tender document(s) Statutory requirements as stipulated in the tender document	FREE	Feedback on award within thirty(30) days from opening of tenders. Preparation and signing of form of contract within fourteen (14) days from date of notification of award.
10.	Issuance of LPO	Quotations	LPOs	Within 7 days of award
11.	Disposal	Government Policy	Advert cost	Annually
12.	Payments to suppliers	Supporting documents Approval	FREE	Within 30 days after receipt of invoices
13.	Receipting	Supporting documents Payment advice	FREE	Upon receipt of payment
14.	Recruitment, Selection and placement	Advertisement Application	FREE	Within 60 days

One People

One Nation

One Destiny