

CITIZENS' SERVICE DELIVERY CHARTER

No.	Services	Customer Requirement(s)	Cost of Service (Ksh)	Timelines
Support Services				
1.	Response to phone calls (Landline phone call or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of suppliers	<ul style="list-style-type: none"> • Duly filled application 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
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal notification	Free	1 working day
9.	Payment for 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
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from date of advertisement
11.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on advert	Free	90 days
13.	Processing of request for information	Make request for information	Free	21 days
Core Services				
14.	Letting a house	Fill in an application form	Free	1 day
15.	Selling a house	Fill in an application form	Free	1 day
16.	Issuance of Rural and Peri-urban loan	Fill in an application form	Free	1 day
17.	Issuance of statements	Download NHC Mobile Application on <i>App Store</i> or <i>Play Store</i> using Links below: <ul style="list-style-type: none"> • Apps Store: https://apps.apple.com/us/app/nhc-kenya/id1581378615 • Play Store: https://play.google.com/store/apps/details?id=com.nhc • Customer request (email, walk-in, Phone) 	App store costs apply	1 day
18.	Consultancy services • Project design and management	<ul style="list-style-type: none"> • Written project proposal • Pay commitment fee where applicable • Provide relevant documentation 	200,000	<ul style="list-style-type: none"> • 4 days - Feedback on viability of proposal • 14 days - MOU/Agreement ready for execution upon consensus of project concept
19.	Partnership and resource mobilization services	<ul style="list-style-type: none"> • Written project proposal • Pay commitment fee where applicable • Provide relevant documentation 	200,000	<ul style="list-style-type: none"> • 4 days - Feedback on viability of proposal • 14 days - MOU/Agreement ready for execution upon consensus of project concept
20.	Capacity Building	Make a request	Free	3 days

In case our service does not meet the above-mentioned standards or any officer does not follow them in their service, report to:

Managing Director/CEO,
National Housing Corporation,
NHC House, 10th Floor,
Aga Khan Walk, Nairobi
P.O. Box, 30257-00100
Nairobi, Kenya

Tel: +254 (0)203312149/7

Phone: +254 724 256 403 / +254 730 749 000

Website: www.nhckkenya.go.ke

Email: info@nhckkenya.go.ke

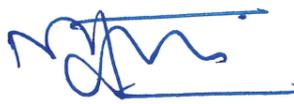
OR

Secretary/Chief Executive Officer
Commission on Administrative Justice
WestEnd Towers, 2nd Floor
Waiyaki Way, Nairobi
P.O. Box, 20414-00200
Nairobi, Kenya

Phone: +254 20 227 0000

Website: www.ombudsman.go.ke

Email: complain@ombudsman.go.ke


QS. DAVID MATHU NJUGUNA, MBS
MANAGING DIRECTOR/CEO

Housing The Nation