

NATIONAL HOUSING CORPORATION

CITIZENS' SERVICE DELIVERY CHARTER

2020

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NO.	PRODUCTS/SERVICES	REQUIREMENTS	APPLICATION CHARGES (KSHS.)	TIMELINES(WORKING DAYS)
1.	Rental Property <ul style="list-style-type: none">• Newly Constructed Houses• Existing Houses• Commercial Property	<ul style="list-style-type: none">• Complete an application form• Pay Rent and Service charge as advised	Free	<ul style="list-style-type: none">• 30 days on completion of project• Queue for a vacant unit/ space
2.	Tenant Purchase Housing Schemes	<ul style="list-style-type: none">• Complete an application form• Pay required deposit• Pay monthly installments and service charge as advised	Free	<ul style="list-style-type: none">• Communication acknowledging receipt of application within 7 days
3.	Mortgage (Outright Sale) Schemes	<ul style="list-style-type: none">• Complete an application form• Pay required deposit• Pay balance of purchase price as advised	Free	<ul style="list-style-type: none">• Communication acknowledging receipt of application within 7 days
4.	Rural/Peri Urban Housing Loans	<ul style="list-style-type: none">• Apply with supporting documents• Comply with set terms of lending	Free	<ul style="list-style-type: none">• Communication acknowledging receipt of application within 15 days• Disbursement within 30 days of receipt of registered charge
5.	EPS Panels	<ul style="list-style-type: none">• Pay full amount of order price or collect on credit if eligible	Free	3 days upon making payment
6.	Partnership Services	<ul style="list-style-type: none">• Apply to Managing Director• Pay commitment fee• Provide documentation as advised	200,000 (Two Hundred Thousand)	<ul style="list-style-type: none">• MoU ready for execution within 14 days of agreement on project concept
7.	Consultancy Services	<ul style="list-style-type: none">• Apply to Managing Director• Pay commitment fee• Provide documentation as advised	200,000 (Two Hundred Thousand)	<ul style="list-style-type: none">• MoU ready for execution within 14 days of agreement on project concept

HUDUMA BORA NI HAKIYAKO
HOUSING THE NATION

OUR VISION

A Decently and Sustainably Housed Nation

OUR MISSION

To efficiently provide and facilitate access to innovative housing solutions

OUR CORE VALUES

In an endeavor to realize our vision and mission, the Corporation upholds the following core values:

- Equity
- Integrity
- Innovation
- Commitment
- Professionalism
- Customer Focus
- Team Work and Team Spirit
- Environmental Sustainability

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

OR

Managing Director

National Housing Corporation

NHC House, 10th Floor

Aga Khan Walk, Nairobi

P.O Box 30257 - 00100, Nairobi

Tel: +254 - 20 3312147/9, +254 730 749000

+254 735 993030, +254 724 256403

Email: info@nhckenya.go.ke

Website: www.nhckenya.go.ke

Secretary/Chief Executive Officer

Commission on Administrative

Justice West End Towers, 2nd Floor

Waiyaki Way, Nairobi

P.O Box 20414 - 00200, Nairobi

Tel: 254 - 20 2270000

Email: complain@ombudsman.go.ke

Website: www.ombudsman.go.ke

OUR COMMITMENT

NHC is committed to provide and uphold high quality service delivery to the general public. We undertake to serve you efficiently, effectively, with dignity, integrity and in a timely manner while demonstrating high standards of responsiveness and inclusiveness.

I. OUR SERVICE DELIVERY OBLIGATIONS

i. General service delivery

We commit ourselves to:

- Answer your call promptly. The pick up time for calls at the switchboard will not be more than 5 seconds or not exceeding three rings
- Attend to all customers within 5 five minutes of their visit at the reception
- Respond to correspondence within seven (7) working days upon receipt of your letters
- Treat Citizens' concerns and any information provided with utmost confidentiality
- Be friendly, approachable and professional at all times.

ii Housing Delivery

- We shall promptly allocate houses to all successful applicants, who have paid the specified deposit, 90 days after commencement of construction
- We shall refund all deposits due to unsuccessful applicants within one month after allocation period
- We will endeavor to deliver houses to our customer within the specified construction period.

iii Information

- We will provide consistent, accurate and impartial information in a timely manner.

iv Payments

- We shall make payments as per specific contract upon receipt of claims/invoices subject to satisfying all terms of the contract.

v Receipts

- We shall promptly provide receipts upon receiving any payment from our customers.

2. CITIZENS' RIGHTS

Citizens have a right to:

- Quality and prompt services
- Accurate and balanced information
- Request for identity of the officer (s) serving them
- Respect and courteous treatment by our staff
- Make enquiries at any time within the official working hours and to raise genuine complaints
- Engage us in constructive criticism

3. CITIZENS' RESPONSIBILITY

We expect Citizens to:

- Be courteous and respectful to our staff
- Make all payments to NHC as and when required
- Demand a receipt upon payments of any monies for the services rendered by the Corporation
- Acquaint with the rules, regulations and other legal instruments, which govern the operations of the Corporation
- Help the Corporation combat corruption by not offering inducement by way of gifts and offers to staff, or to solicit the same in return for services
- Report any cases of corruption to the Managing Director or other relevant agencies
- Attend our meetings and honor appointments as scheduled
- Avail all necessary documents to facilitate service provision
- Observe Government procurement rules and regulations

4. FEEDBACK MECHANISM

We encourage Citizens to lodge genuine complaints and suggestions using suggestion boxes at NHC House or the address below.

Reviewing the Citizens' Service Charter

We will, in consultation with our stakeholders, frequently review this service charter as and when necessary to ensure sustainability, efficiency and effectiveness in service delivery.



SHIRIKA LA NYUMBA LA KITAIFA (NHC)
MKATABA WA UTOAJI HUDUMA KWA WANANCHI

NAMBA	BIDHAAN/HUDUMA	MAHITAJI	ADA YA MAOMBI (KSHS.)	MUDA WA KUTOA HUDUMA (SIKU ZA KAZI)
1.	Nyumba za kukodisha <ul style="list-style-type: none"> • Nyumba mpya zilizojengwa • Nyumba zilizopo • Majengo ya kibashara 	<ul style="list-style-type: none"> • Kujaza fomu ya maombi • Kulipa kodi ya nyumba na malipo ya huduma kama ilivyoelekezwa 	Bila malipo	<ul style="list-style-type: none"> • Siku 30 baada ya mradi kukamilika • Utangoja hadi nyumba/nafasi ipatikane
2.	Mpango wa ununuzi wa nyumba za wapangaji	<ul style="list-style-type: none"> • Kujaza fomu ya maombi • Lipa amana inayohitajika • Kulipa awamu ya kila mwezi na malipo ya huduma kama ilivyoelekezwa 	Bila malipo	<ul style="list-style-type: none"> • Mawasiliano kuhusu kupokewa kwa maombi kati ya siku 7
3.	Miradi ya ununuzi wa nyumba kwa rehani (mauzo ya moja kwa moja)	<ul style="list-style-type: none"> • Kujaza fomu ya maombi • Kulipa amana inayohitajika • Lipa awamu ya malipo ya ununuzi 	Bila malipo	<ul style="list-style-type: none"> • Mawasiliano kuhusu kupokewa kwa maombi kati ya siku 7
4.	Mikopo ya nyumba za vijijini na viunga via miji	<ul style="list-style-type: none"> • Kujaza fomu ya maombi • Ambatanisha stakabadhi zinazohitajika unapotuma maombi • Zingatia masharti ya kukopeshya yaliyowekwa 	Bila malipo	<ul style="list-style-type: none"> • Mawasiliano kuhusu kupokewa kwa maombi kati ya siku 15 • Utoaji wa mkopo kati ya siku 30 baada ya kupokelewa kwa kibali cha usajili wa ardhi
5.	Paneli za EPS	<ul style="list-style-type: none"> • Kulipa kiasi kamili cha bei ya kuagiza au kuchukua kwa mkopo iwapo imekubalika 	Bila malipo	<ul style="list-style-type: none"> • Siku 3 baada ya malipo
6.	Huduma za ushirikiano	<ul style="list-style-type: none"> • Tuma maombi kwa Mkurugenzi Mkuu • Lipa rubuni • Toa hati na stakabadhi zinazohitajika kama ulivyoelekezwa 	200,000 (Elfu mia mbili)	<ul style="list-style-type: none"> • Mkataba wa makubaliano kwa utekelezaji katika muda wa siku 14 za wazo la mradi
7.	Huduma za ushauri	<ul style="list-style-type: none"> • Tuma maombi kwa Mkurugenzi Mkuu • Lipa rubuni • Toa hati na stakabadhi zinazohitajika kama ulivyoelekezwa 	200,000 (Elfu mia mbili)	<ul style="list-style-type: none"> • Mkataba wa makubaliano kwa utekelezaji katika muda wa siku 14 za wazo la mradi

HUDUMA BORA NI HAKIYAKO
HOUSING THE NATION

RUWAZA

Taifa lenye nyumba bora za kudumu

MWITO

Kutoa kwa ufanisi suluhu za kiubunifu na kuwezesha upatikanaji wa nyumba bora

MAADILIYA KIMSINGI

Katika jitihada za kufikia ruwaza na malengo yetu, shirika hili hushikilia maadili ya kimsingi yafuatayo:

- Usawa
- Uadilifu
- Ubunifu
- Kujitolea
- Ujuzi wa kitaaluma
- Mtazamo wa wateja
- Kufanya kazi kwa ushirikiano
- Utunzaji wa mazingira

Iwapo huduma zetu hazitoshelezi viwango tulivyotaja hapo awali au ukihudumiwa na afisa asiyezingatia viwango hivyo, tuma malalamishi kwa:

AU

Mkurugenzi Mkuu

Katibu/Afisa Mkuu Mtendaji

Shirika la Nyumba la Kitaifa

Tume ya Haki za Kiutawala

Jumba la NHC, Orofa ya 10

Jumba la West End, Orofa ya 2

Barabara ya Aga Khan walk, Nairobi

Barabara ya Waiyaki, Nairobi

S.L.P 30257- 00100, Nairobi

S.L.P 20414-00200, Nairobi

Simu: +254 - 20 3312147/9, +254 730 749000

Simu: + 254 - 20 2270000

+254 735 993030, +254 724 256403

Baruapepe: complain@ombudsman.go.ke

Baruapepe: info@nhckenya.go.ke

Tovuti: www.ombudsman.go.ke

Tovuti: www.nhckenya.go.ke

AHADI YETU

NHC imejitolea kutoa huduma za hali ya juu kwa umma.Tunaahidi kuwahudumia, kwa ufanisi, hadhi, uadilifu na kwa wakati unaofaa huku tukionyesha viwango nya hali ya juu nya uwajibikaji na ujumuishaji.

I. WAJIBU WETU WA UTOAJI WA HUDUMA

i Utoaji wa huduma kwa jumla

Tunajitolea:

- Kupokea simu zenu bila kukawia. Muda wa kuchukua simu katika chumba cha kubadili mawasiliano ya simu hautazidi sekunde tano (5) au kulia zaidi ya mara tatu
- Kuhudumia wateja wote katika muda usiozidi dakika tano (5) mara tu wafikapo katika chumba cha mapokezi
- Kujibu mawasiliano yote katika muda usiozidi siku saba za kazi (7) baada ya kupokea barua zenu
- Kuchukulia mahitaji ya wananchi na habari zote wanazotoa kwa usiri mkubwa
- Kuwa marafiki, wenye kufikika kwa urahisi na wataalamu nyakati zote.

ii Utoaji wa Nyumba

- Tutagawa nyumba bila kuchelewa kwa wateja wote waliofanikiwa, ambao wamelipa amana maalum, muda wa siku 90 baada ya ujenzi kuanza
- Amana zilizolipwa na wateja wasiofanikiwa zitarudishwa katika muda usiozidi mwezi mmoja baada ya nyumba kugawanywa
- Tutajitahidi kutoa nyumba kwa wateja wetu katika kipindi maalum cha ujenzi.

iii Utoaji habari

- Tutatoa habari thabiti zilizo sahihi kwa usawa na wakati unaofaa.

iv Malipo

- Malipo yote yatafanywa kulingana na mikataba maalum mara tu tunapopokea madai /taarifu zinazotimiza masharti ya mkataba.

v Risiti

- Tutatoa risiti baada ya kupokea malipo kutoka kwa wateja wetu.

2. HAKIZAWANANCHI

Wananchi wana haki ya:

- Huduma bora na za haraka
- Maelezo sahihi yenyewe usawa
- Kumuuliza afisa anayewahudumia kujitambulisha
- Kuhudumiwa na wafanyakazi wetu kwa heshima na fadhili
- Kuuliza ushauri wakati wowote ndani ya masaa rasmi ya kazi na kutoa malalamiko yanayostahili
- Kukosoa kwa njia ya kujenga.

3. MAJUKUMU YA WANANCHI

Wananchi wana jukumu la:

- Kuonyesha adabu na heshima kwa wafanyakazi wetu
- Kufanya malipo yote kwa NHC kama yanavyohitajika
- Kudai risiti kila wanapofanya malipo kwa huduma walizofanyiwa na shirika hili
- Kujifahamisha na sheria, kanuni na vyombo vya kisheria, vinavyoelekeza shughuli zote za shirika hili
- Kuwezesha shirika hili kupambana na ufisadi kwa kuepuka kutoa au kuitisha kiinua mgongo kwa njia ya zawadi au matoleo kwa wafanyakazi wetu wanaowahudumia
- Kuripoti visa vyovyyote vya ufisadi kwa Mkurugenzi Mkuu au mashirika mengine husika
- Kuhudhuria mikutano na kuheshimu mialiko na miadi yote
- Kutoa stakabadhi zote zinazohitajika ili kuwezesha utoaji wa huduma
- Kufuata taratibu zote zinazohusiana na sheria na kanuni za serikali za uuzaji na ununuizi.

4. UTARATIBU WA KUTOA MAONI

Tunawahimiza wananchi kutoa malalamishi na mapendekezo yafaayo kupitia visanduku nya maoni vilivyoko katika jumba la NHC au kupitia anwani zifuatazo.

Marejeleo ya Mkataba wa Huduma Kwa Wananchi

Kwa ushirikiano wa wadau wetu, tutarejelea mara kwa mara mkataba huu wa huduma kwa wananchi kama inavyohitajika, kuhakikisha uendelevu, ufanisi na uthabiti wa utoaji huduma.

OUR CONTACTS

National Housing Corporation, NHC House, Aga Khan Walk

P.O Box 30257 - 00100, NAIROBI

Telephone: +254 - 203312149/47,

Cell phone: +254 730749000, +254 724256403, +254 735993030

Email: info@nhckenya.go.ke

Facebook: National Housing Corporation Kenya

Twitter: @nhckenya

WASILIANA NASI KUPITIA

Shirika la Nyumba la Kitaifa, Jumba la NHC,

Barabara ya Aga Khan Walk

Sanduku la Posta 30257- 00100, NAIROBI

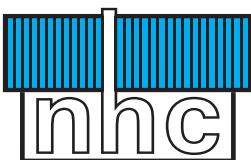
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