

CITIZENS' SERVICE DELIVERY CHARTER

SER	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINE
(a)	(b)	(c)	(d)	(e)
1.	Response to phone calls (Landlineswitchboard or any other official line)	Phone call	Free	Within fifteen seconds
2.	Response to enquiry by walk- in clients and media interview requests	Walk-in and make the enquiry	Free	Within five minutes and three working days after date of receipt respectively
3.	Response to correspondence	Written correspondence (letters) and Email / Social media (Twitter, Facebook & YouTube)	Free	Within five days and one day respectively
4.	Response to public complaints an resolution of complaints	Make a complaint	Free	Within one working day from the date of receipt of the complaint and fourteen working days respectively
5.	Issuance of admission letters and guidelines	Meeting university admission requirements	Free	Fourteen days prior to a reporting date
6.	Teaching and Training	Payment of fees, registration of units and attendance to lectures	Free	As per the Academic Calendar and Teaching Timetable
7.	Issuance of original certificates and transcripts	Submission of dully filled clearance form	Free	Certificates and Transcripts to be issued within two days after graduation
8.	Processing of graduation applications	Submission of graduation application forms	Free	Within fourteen days upon submission of the application forms
9.	Organizing and attendance to conferences, symposia and public lectures	Submission of an application / Receipt of an invitation	Free	Within two days upon receipt of application/ invitation
10.	Procurement of goods, works and services	a. Submission of pre-qualification documents b. Purchase of tender documents – open tender c. Candidates meeting requirements as per the advert d. Contract Signing	Free Kshs 1,000 Free Free	Within seven working days
11.	Payment of goods, works and services	Provide the required documents	Free	Within ninety days after submission of required documents
12.	Recruitment	a. Citizens not to indulge in corruption. b. Application letter / form c. Candidates meeting requirements as per the advert	Free	One month from date of closure of the advert

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:

Vice-chancellor
National Defence University-kenya
P.O. Box 3812-20100
Lanet, Nakuru

Telephone +254 773544585
Email: info@ndu.ac.ke
Website: www.ndu.ac.ke

OR

The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi
Or P.O. Box 204414 - 00200, Nairobi.
Telephone: +254-20-2270000, 2303000
Email: complain@ombudsman.go.ke