



NACC CUSTOMER SERVICE CHARTER

VISION

To be a responsive authority in the multi-sectoral coordination of the HIV and AIDS response

MISSION

To provide policy and a strategic framework for mobilizing and coordinating resources for prevention of HIV transmission and provision of care and support to the infected and affected people in Kenya

SERVICES RENDERED	WHAT NACC EXPECTS FROM YOU AS A CUSTOMER	RESPONSE TIME	COST
1 Customer Care	Personal visit	Up to 10 Minutes maximum on appointment	Free
Management of complaints and compliments	Telephone	Up to 3 rings	Free
	E-mail	Within 2 days	Free
	General correspondence	Acknowledge within 48 hours	Free
	Filing complaint/ compliment	Acknowledge within 48 hours and resolve within 14 days. Timeline for resolution may be extended for complaints that require investigation	Free
2 Stakeholder Coordination Forums/ Meetings and Workshops	Providing fora for information sharing and decision making	Quarterly/Annually	Free
Development and review of coordination policies and guidelines	Participation in the development process	On need basis	
3 Technical Support			
Technical Assistance to counties	Identify the challenges for TA	On need basis	
Public Sector Mainstreaming	Mapping of capacity gap	On need basis	Free
	Request for technical assistance	On need basis	
4 Monitoring and Evaluation			
Strategic information (M&E) products and data	Timely submission of data and reports	Annual	Free
Reporting tools and guidelines	Request for tools and guidelines	Quarterly	
		Monthly	
5 Policy and strategic direction	Participating in review and formulation discussions	On need basis	Free
6 Resource mobilization	Providing accurate information on funding and fund flow. Participation in the resource mobilization process	Annually	Free
• GOK		On need basis	
• Development Partners			
• Public Private Partnerships			
7 Communication services			
• Newsletters	Regularly visit the website, research hub and other communication platforms	Regularly	Free
• E-Bulletin		Bi-monthly	
• Publications	Provide feedback	Annually	Free
• Website and social media platforms	Provide Feedback	Daily	Free
• Information and knowledge center	Provide feedback	Daily	Free
8 Biennial Maisha Conference	Abstract submission; participation	Biennial	Free Apply
9 Maisha certification	Application for certification	Annually	Free Apply
	Timely reports	Quarterly	
	Feedback on reports		
10 World AIDS Day	Participation	Annually	Free
	. Resources		
	. Feedback		
	. Information		
11 Recruitment of staff	Application letter	Maximum 14 days following advertisement	Free
Internship and attachments	Application Letter/ Form	Position must be filled by maximum six months upon advertisement	Free
		Maximum 14 days following advertisement	Free
12 Payments to suppliers and service providers	Evidence of supply/provision of goods and services	Payment within 30 days.	Free
	Invoices and other payment processing instruments	Within 5 days after supply/service provision.	Free
	Inspection of goods/services and issuance of inspection and acceptance certificate	3 days	Free
13 Procurement of goods and services	Request/ application for prequalification of suppliers	Annually	Free
	Submission of quotations/tender documents	Within 3 days and processing upto 14 days	Free
	Submission of bids	Tendering process 21 days for below Ksh 3,000 Ksh. 2 Million and 50 days for above Ksh. 2 Million	

The NACC is committed to courtesy and excellence in service delivery in line with national values and environmental sustainability.

The NACC Offices are operational Monday to Friday with the following working hours:
Morning: 8:00am – 1:00pm | Afternoon: 2:00pm – 5:00pm

Any service that does not conform to the above standards or any officer that does not live up to commitments to courtesy and excellence in service delivery should be reported to:

Chief Executive Officer,
National AIDS Control Council
Landmark Plaza 9th Floor,
P O Box 61307 00200 Nairobi, KENYA
Telephone: +254 20 2715109, 2715144
Fax: +254 20 2711231
Hotline: 020 2715000 Toll free line: 0800 720007 Fax: 020 2711072/2711231
Email: communication@nacc.or.ke
Web: www.nacc.or.ke

Or

The Commission Secretary
Commission on Administrative Justice
2nd Floor, West End Towers
P.O. Box 20414-00200
Nairobi, KENYA.
Tel: +254020, 2270000
Email: certificationpc@ombudsman.go.ke
Web: www.ombudsman.go.ke

Web: www.nacc.or.ke



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