

## 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 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.

NO	SERVICE RENDERED	WHAT NACC EXPECTS FROM YOU AS A CUSTOMER	RESPONSE TIME	COST
1.	<b>Customer Care</b> Management of complaints and compliments	Personal visit Telephone E -mail Filing complaint/ compliment	Up to 5 minutes Up to 5 rings Within 2 days Acknowledge within 48 hrs and respond within 14 days	Free
2.	<b>Stakeholder Coordination</b> Forums/Meetings and Workshops Development and review of coordination policies and guidelines	Providing forums for information sharing and decision making. Participation in the development process	Quarterly Annually On need basis	Free
3.	<b>Technical Support</b> <input type="checkbox"/> Technical Assistance to counties <input type="checkbox"/> Capacity building <input type="checkbox"/> Public Sector Mainstreaming	Identify the challenges for the TA Mapping of capacity gaps	On need basis	Free
4.	<b>Monitoring and evaluation</b> <input type="checkbox"/> Programmes <input type="checkbox"/> Performance	Timely submission of Reports	Annually Quarterly Monthly	Free
5.	Policy and strategic direction	Participating in review and formulation discussions	On need basis	Free
6.	<b>Resource mobilization</b> • GOK • Development Partners • Public Private Partnerships	Providing accurate information on funding and fund flow. Participation in the resource mobilization process	Annually On need basis	Free
7.	<b>Communication services</b> • Newsletters • E-Bulletin • Publications • Website • Information and knowledge center	Regularly visit the website and information center Provide feedback		Free
8.	<b>Biennial Maisha Conference</b>	Participation	Biennial	Free apply
9.	<b>Maisha certification</b>	Application for certification	Annually	Free apply
10.	<b>World AIDS Day</b>	. Participation . Resources . Feedback . Information	Annually	Free
11.	<b>Performance contract:</b>	Prepare and submit Performance contract reports quarterly (By 15TH DAY OF END MONTH OF SUBMITTING)	Prepare undertake internal audits biannually	Free

**The NACC is committed to courtesy and excellence in service delivery in line with National Values and Environmental Sustainability.**

**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:**

**Director,**  
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 313000 Toll free line: 0800  
720007 Fax: 020 2711072/2711231  
Email: communication@nacc.or.ke

**The Commission Secretary**  
Commission of Administrative Justice  
Prime Minister's Building 6th Floor  
P.O. Box 20414-00200  
Nairobi, KENYA.  
Tel: +254020, 2270000  
Email: certificationpc@ombudsman.go.ke  
Web: www.ombudsman.go.ke