

NUCLEAR POWER AND ENERGY AGENCY

CITIZENS' SERVICE DELIVERY CHARTER

NO	SERVICES/GOODS	REQUIREMENT TO OBTAIN SERVICE/GOODS	COST	TIMELINE
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GENERAL ADMINISTRATIVE SERVICES

1	Attend to visitors on arrival	Cooperation. Clear communication.	Free	10 minutes
2	Receive incoming calls	Cooperation and clarity	Free	Within 3 rings
3	Response to enquiries, complaints and compliments	Raise concerns through use of appropriate channels: Letters, Email, Customer Information Desk, Twitter, Facebook, Complaint/Suggestion box, Telephone & Participation in surveys	Free	Within 7 days
4	Response to request for information	Raise requests through use of appropriate channels: Customer Information Desk, Email, Telephone & Letters.	Free	Within 21 days but urgent within 48 hours. Upon transfer of requests within 7 days.

INFORMATION, EDUCATION AND AWARENESS CREATION

5	Inform, Educate, Consult and Communicate with Stakeholders/ Public about Kenya's Nuclear Electricity Programme	Response to requests by KNEB to visit stakeholders in any of Kenya's counties	Free	Continuous
	Disseminate Information, Education & Communication materials	Visit the KNEB Resource and Documentation Centre	Free	Monday -Friday 8.am-1p.m & 2.p.m-5p.m
		Access the KNEB website	Free	Continuous

HUMAN RESOURCE TRAINING AND DEVELOPMENT

6	Recruitment	Application letter and other requirements in response to an advert	Free	2 months
7	Internship and Apprenticeship	Application letter. Continuing students to apply for internships, graduates to seek admission into the apprenticeship programme.	Free	2 months
8	Development of the Human Resources for Kenya's Nuclear Power Programme	Application in response to advertisements for scholarships. Applicant should meet the basic qualifications for the course or training	Free	Continuous

PURCHASE OF GOODS AND SERVICES

9	Procurement of goods and services	Purchase of prequalification tender documents. Compliance with the Public Procurement and Disposal Act 2005 and Regulations 2006.	Maximum Ksh 5000	Within 3 months
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PURCHASE OF GOODS AND SERVICES				
10	30 per cent Procurement opportunities for youths, women and people with disabilities	Access to Government Procurement Opportunities (AGPO) Certificate from the National Treasury. Tender for the supply of goods and services within the organization's procurement plan	Free	Continuous
11	Pay suppliers within the agreed credit period	Provision of supporting documents such as invoices, credit notes, delivery notes and VAT registration certificate	Free	Within 30 days
COLLABORATIONS AND PARTNERSHIPS				
12	Linkages and Partnerships with local & international Nuclear Energy stakeholders	Respond to invitations to participate in Stakeholder forums	Free	Continuous
		Sign Memorandums of Understanding	Free	Continuous
		Provide opportunities for training, shared learning and technical co-operation	Internal & external sponsorship	Continuous
13	Developing the legal and regulatory framework for nuclear energy in Kenya in partnership with key government institutions and Parliament	Public participation in legislative processes. Provide advise on proposed legislation Attend validation workshops when required/requested Facilitate Kenya's accession to key protocols and treaties	Free	Continuous
14	Undertaking technical studies to identify the appropriate site(s) and supporting facilities for Kenya's nuclear power plant(s) as well as the electrical grid, security, safety and safeguards, radiation protection, radioactive waste management, environmental protection, and the security and physical protection for the development of Kenya's nuclear power programme	Cooperation Clear Communication	Free	Continuous

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:

The Chief Executive Officer,
Nuclear Power and Energy Agency
Kawi House, South C
P.O. Box 26374-00100
Nairobi, Kenya
Tel: +254-20-5138300

The Commission Secretary/
Chief Executive Officer,
Commission on Administrative Justice.
2nd Floor, West End Towers,
Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0) 202270000/2303000
Email: complains@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO