



COMPLAINTS LODGING FORM

Ref. no _____

Complainant's Details (all information given is voluntary)

1. Name (Dr / Mr / Mrs / Ms): _____

2. ID Number: _____

3. Postal address: _____

4. Mobile Number: _____

5. Email Address: _____

6. How did you get to know about the institution's complaints mechanism?

Facebook Twitter NuPEA Website Referral

Other (please specify) _____

Nature of the Complaint

7. Which Department/s are you complaining about?

Finance & Accounts

Procurement/ Supply Chain

Human Resource & Administration

Publicity & Advocacy

National Liaison Office

Nuclear Energy Infrastructure Development

Research & Development

8. Which NuPEA office location are you complaining about?

Nairobi, Headquarters

Mombasa, Regional Office

9. Which Service/Good (i.e. as listed in NuPEA's Citizens' Service Delivery Charter) is your complaint related to?

- Response to enquiries
- Complaints resolutions
- Request for information
- Recruitment Attachment, Internship and Apprenticeship
- Registration of suppliers
- Research & Development
- Procurement
- Payment to suppliers within the agreed credit period
- Conduct technical studies for the nuclear power programme
- Disseminating information, education and communication on the nuclear power programme and on energy conservation
- Provision of educational opportunities, scholarships and bursaries in energy related fields
- Collaboration in energy research
- Avail for energy research findings and other related material

10. Have you reported this matter to any other public institution/ public official?

- Yes No

11. If yes, which one?
