

CITIZENS' SERVICE DELIVERY CHARTER

NO	SERVICES/GOODS	REQUIREMENT TO OBTAIN SERVICE/GOODS	COST	TIMELINE
1	Response to enquiries	Send enquiry	NIL	6 days
2	Complaints resolutions	Complaint in writing to the Agency via website, E-mail and Letter.	NIL	35 Days
3	Request for information	Request for information in writing to the Agency via website, E-mail and Letter.	NIL	18 Days
4	Recruitment	Application letters to include CVs, copy of ID, Application letter, Academic certificates	NIL	90 days.
5	Attachment, Internship and Apprenticeship	Application through PSC website	NIL	30 days
6	Registration of suppliers	submit their business profiles in hard copies in triplicate to the Agency	NIL	30 days
7	Procurement	-Apply for tender -Preparation of bid documents using standard bidding documents - Documentations for the goods and services supplied	NIL	4 months
8	Payment to suppliers within the agreed credit period	submit invoice(s) of works done	NIL	30 days

NO	SERVICES/GOODS	REQUIREMENT TO OBTAIN SERVICE/GOODS	COST	TIMELINE
9	Disseminating information, education and communication on the nuclear power programme and on energy conservation	Share areas or information to be disseminated.	NIL	22 days
10	Provision of educational opportunities, scholarships and bursaries in energy related fields	Visit and apply NuPEA website (www.nuclear.co.ke) or visit the office or view as advertised in the print and media to access schedule of available capacity building opportunities and application requirements.	NIL	23 days
11	Collaboration in energy research	Visit and request for detailed information research proposal at NuPEA website or visit the office or view as advertised in the print and media to access published energy research projects	NIL	43 days
12	Avail for energy research findings and other related material	Visit NuPEA website to view list of all completed/ published energy research projects. Click to access an abridged report on the research projects Submit a request to receive detailed information Get acknowledgement of the request	NIL	15 days

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**

**Head Office
Kawi House, South C
P.O. Box 26374-00100
Nairobi, Kenya
Tel: +254-20-5138300**

**Regional Office
Imaara Building, 9th Floor
Dedan Kimathi Ave
Mombasa**

**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)20 2270000/2303000
Email : complain@ombudsman.go.ke**

Email: info@nuclear.co.ke, Chief Executive Officer@nuclear.co.ke, or complaints@nuclear.co.ke,

HUDUMA BORA NI HAKI YAKO