



Citizens' Service Delivery Charter

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 REPUBLIC OF KENYA				
S/No	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
A.	Front Facing (Front Office Services)			
1.	Response to phone (Landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free:	14 Working days
6.	Registration of Suppliers	Duly filled application form Company profile Certificate of Incorporation/Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement	Free	14 Working days

		Copy of certificate of registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by company registry National ID/Passport		
7.	Processing of tenders	Submit bids for good and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e- procurement portal for notification	Free	1 working day
9.	Payment for goods services received	L.P.O / Invoice Certificate of Completion/ Goods/Services Received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days
B.	Core Services			
14.	Conduct technical studies for the nuclear power programme	- Approved Concept Notes -Prepare an expression of interest (EOI) for procuring the consultant. -Obtain CHIEF EXECUTIVE OFFICER's approval of EOI - Forward approved EOI to Supply Chain for procurement of consultant	Nil	3 years
15.	Disseminating information, education and communication on the nuclear power programme and on energy conservation	Share areas or information to be disseminated.	NIL	22 days
16.	Provision of educational opportunities, scholarships and bursaries in energy related fields	Visit and apply on 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	NIL	23 days

		opportunities and application requirements.		
17.	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
18.	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

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

Website: www.nuclear.co.ke

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

HUDUMA BORA NI HAKI YAKO