



THE NATIONAL COUNCIL FOR CHILDREN'S SERVICES

The National Council for Children's Services derives its mandate from the Children Act, 2001 Sec.30

VISION

To be a vibrant agency in the realization and protection of the rights and welfare of children for national prosperity.

MISSION

To formulate policies, plan, monitor, co-ordinate and mobilize resources for the implementation, realization and safeguarding of the rights and welfare of the child.

MANDATE

Our responsibility is to secure the wellbeing of the children in Kenya.

Citizens' Service Delivery Charter

The Council is committed to provision of the following services to our client/customers

Services Rendered		Requirement(s)	Cost In Ksh.	Time Frame
1.	Written correspondence	Correspondence	Free	Seven (7) days
2.	Electronic correspondence	Correspondence	Free	One(1) day and those requiring investigation seven(7) days
3.	Incoming calls	calls	Free	With third ring
4.	Public complaints and Corruption cases reported	Authentic report(s)/documents	Free	One to four weeks depending on the magnitude of the case(s)
5.	Request for quotations to supply goods and services below Ksh.500,000	Prompt submission of duly filled quotations and necessary information from pre-qualified suppliers	Free	Process within seven(7) days
6.	Preparation of payment vouchers after delivery of goods and services	Avail: <ul style="list-style-type: none"> • Invoice • Delivery note • Copy of LPOs/LSOs • Inspection certificate • Report(s)- in case of consultancy service(s) 	Free	Within two(2) days
7.	Registration of Charitable Children's Institutions(CCIs)	<ul style="list-style-type: none"> • Submission of application Form • Minutes of the AACs duly signed by the chairman 	Free	Three(3) months after receipt of the documents

		<p>and secretary of the AACs.</p> <ul style="list-style-type: none"> • Compliance with CCIs regulations 2005 and CCIs Check List 		
8.	Renewal of CCIs registration	<ul style="list-style-type: none"> • Submission of application Form • Minutes of the AACs duly signed by the chairman and secretary of the AACs. • Compliance with CCIs regulations 2005 and CCIs Check List 	Free	Three(3) months after receipt of the documents
9.	De-registration of registered CCIs.	<p>Lack of:</p> <ul style="list-style-type: none"> • Compliance with CCIs regulations 2005, • Lack of compliance with CCI Check List • Recommendation from the AACs 	Free	Immediate
10.	Customer Care Desk	<ul style="list-style-type: none"> • Courtesy from clients • Availability of officers 	Free	Immediate
11.	Monitoring of AACs and CCIs	Availability of AACs members and information	Free	Within three(3) months
12.	Establish and guide operations of AACs	Newly created districts	Free	Within three(3) months
13.	Formulate policies and guidelines for the benefit of	<ul style="list-style-type: none"> • Emerging needs • International and 	Free	One(1) year

	the child	Regional conventions and protocols		
14.	Review existing policies and guidelines	<ul style="list-style-type: none"> Emerging gaps 	Free	One(1) year
15.	Report on International and Regional instrument on children	International and Regional conventions and protocols	Free	One(1) to Five(5) years
16.	Provision of the service Charter	Request	Free	Immediately

CHARTER REVIEW

To ensure that this Charter boosts and sustains goodwill the Charter will be reviewed from time to time to be in tandem with public demand and customer needs.

Public Complaints Mechanism

To help us serve you better we encourage you to give feedback on services rendered to enable us to improve the service delivery.

In case you are not satisfied with our services you can:

1. Lodge your complaints with the Council's Public Complaints Unit, through email:nccssecretariat@childrenscouncil.go.ke mobile: +254 020 269123, 0736613723, 0710029296
2. Write to the Public Complaints Standing Committee:

National Council for Children's Services,
Social Security House,Block C 4TH Floor
Bishops Road
P. O. Box 6446
Nairobi Kenya
E-mail: nccssecretariat@childrenscouncil.go.ke
Telephone: 254 020 269123