



## NATIONAL COUNCIL FOR CHILDREN'S SERVICES

The National Council for Children's Services derives its mandate from Section 42 of the Children Act Cap 141.

### VISION

A protected and empowered child

### MISSION

To provide leadership through regulatory, oversight, advisory, coordination, and resource mobilization for the realization of the Rights and Welfare of the Child

### MANDATE

To regulate, coordinate and oversight children services in Kenya and advise the government on all matters relating to children.

## Citizens' Service Delivery Charter

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

S/NO	Customer Support Services	Customer Requirement(s)	Cost In Kes.	Time Frame
1.	Renewal of registration certificates of CCIs	<ul style="list-style-type: none"> <li>• Submission of application Form</li> <li>• Minutes of the CACs duly signed by the chairperson and secretary of the CACs.</li> <li>• Set of complete documents as provided in the CCIs Check List</li> </ul>	Free	Three (3) months after receipt of the documents
2.	De-registration of non-compliant CCIs.	<ul style="list-style-type: none"> <li>• Non-Compliance with Children Act Cap 141</li> <li>• Non-compliance with CCI Check List</li> <li>• Recommendation from the CACs</li> <li>• Board resolution</li> </ul>	Free	Immediate
3.	Establish and operationalize CACs	Newly created sub-counties	Free	Within three (3) months
4.	Development/ review of policies, legislations and guidelines for the benefit of the child	Emerging dynamics in the children sector	Free	One (1) year
5.	Report on International and Regional instrument on children	International and Regional conventions and protocols	Free	In accordance to reporting timelines
6.	Registration/Renewal of Local Adoption Societies	<ul style="list-style-type: none"> <li>• Submission of application Form</li> <li>• Inspection report</li> <li>• Adherence to adoption regulations 2005</li> <li>• Board resolution</li> </ul>	50,000 Kshs (Registration) 25,000 Kshs (Registration)	Within (4) Four months
7.	Response to phone calls (Landline or any other official line)	Phone calls	Free	15 seconds

S/NO	Customer Support Services	Customer Requirement(s)	Cost In Kes.	Time Frame
8.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	One (1) minute
9.	Response to correspondence	Written Correspondence (letters)	Free	Five (5) working days
		Email and social media (Twitter, Facebook and YouTube)	Free	One (1) working day
10.	Acknowledgement of public complaints and grievances	Make a complaint	Free	One (1) working day
11.	Resolution of complaints	Make a verbal or written complaint	Free	Fourteen (14) working days
12.	Registration of Suppliers	<ul style="list-style-type: none"> <li>• Dully filled application form; company profile; certificate of incorporation/registration;</li> <li>• PIN certificate;</li> <li>• Valid tax compliance;</li> <li>• Certificate/exemptions;</li> <li>• Original bank statements;</li> <li>• Copy of certificate of registration with relevant regulatory bodies; non-refundable fee payment receipts;</li> <li>• Copies of annual return forms filled by company registry;</li> <li>• National ID/Passport</li> </ul>	Free	Fourteen (14) working days
13.	Processing of tenders	Submit bids for goods and services	Free	Ninety (90) days
14.	Notification of successful and non-successful bidders	Access e-Government Procurement portal for notification	Free	One (1) working day
15.	Payment of goods and services	LPO/Invoice certificate of completion/ goods/ services received	Free	Sixty (60) days from the date of

S/NO	Customer Support Services	Customer Requirement(s)	Cost In Kes.	Time Frame
				receipt of the invoice
16.	Disposal of obsolete stores	Submission of bids	Free	Sixty (60) days from the date of advertisement
17.	Public participation in policy making process	Familiarization with issues and active participation	Free	One (1) day
18.	Recruitment of staff	Make formal application based on the advert	Free	Ninety (90) days
19.	Processing of request for information	Make a request for information	Free	Twenty-one (21) days

### Commitments to our clients

The office of the CEO is committed to courtesy, excellence and integrity in service delivery.

### Feedback and redress mechanism

Any service/good rendered that do not conform to the above standard or any officer who does not live up to commitment should be reported to;

<p>The CEO National Council for Children's Services, Social Security House, Block C 4<sup>TH</sup> Floor Bishops Road P. O. Box 6446-00100 Nairobi Kenya E-mail: <a href="mailto:info@nccs.go.ke">info@nccs.go.ke</a> Tel: +254-20-2729801-19 Mobile: +254-728325545</p>	<p>The Commission Secretary/Chief Executive Officer, Commission On Administrative Justice, 2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi P. O. Box 20414-00200 Nairobi Tel: +254(0)202270000/2303000 E-mail: <a href="mailto:feedback@ombudsman.go.ke">feedback@ombudsman.go.ke</a></p>
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***BEST SERVICE IS YOUR RIGHT***