



## CITIZENS' SERVICE DELIVERY CHARTER

S/No.	Good/Service(s) Rendered	Requirement to obtain Service/Good	Cost of Service/Good (If any)	Timeline
1	Response to inquiries - calls	Request for information via telephone calls	Free	5 minutes
2	Service upon visit to NACONEK offices	Make enquiry	Free	10 minutes
3	Response to written correspondence	Request for information via email	Free	1 working day
		Request for information via hard-copy letters – general issues	Free	2 working days
		Request for information via hard-copy letters – administrative issues	Free	5 working days
4	Provision of information/Advisory on nomadic education	Request for information via written communication	Free	5 working days
		Request for information via verbal communication	Free	2 working days
5	Mobilize funds for the development of nomadic education	Availability of information on funding opportunities	In Partnership	Continuous
6	Collaborate with partners to promote nomadic education	Resources	In Partnership	Continuous
7	Coordinate, monitor and evaluate activities of agencies involved in the provision of nomadic education	Accountability forums	In Partnership	Continuous

8	Research and disseminate data on nomadic education	Cooperation and support	In partnership	Continuous
9	Declare/Advertise, procure and pay for goods and services	Request for information via written communication	Free	As per PPADA Act 2015 and PFM Act (2012) and related regulations
		Request for information via verbal communication	Free	As per PPADA Act 2015 and PFM Act (2012) and related regulations

## ***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY***

Any service/good rendered that does not conform to the above standards or an officer who does not live up to the commitment and courtesy and excellence in service delivery should be report to:

**The Secretary /Chief Executive Officer,  
The National Council for Nomadic Education in Kenya (NACONEK),  
Uchumi House, Aga Khan Walk, 6th Floor  
P. O. Box 30040-00100 GPO Nairobi  
Telephone: +254(0)20318581  
Email: [info@naconek.go.ke](mailto:info@naconek.go.ke),  
Website: [www.naconek.go.ke](http://www.naconek.go.ke)**

**The Commission Secretary/CEO,  
Commission on Administrative Justice,  
West End Towers, Waiyaki Way, Nairobi,  
P. O. Box 20414-00200 Nairobi,  
Telephone: +254(0)2270000/203000,  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)**

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***HUDUMA BORA NI HAKI YAKO***

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