



NATIONAL COUNCIL FOR POPULATION AND DEVELOPMENT CITIZENS SERVICE DELIVERY CHARTER

Our Vision

“Sustainable population for a prosperous Kenya”

Our Mission

“To provide leadership in Population policy formulation, coordinate its implementation and advise Government on population matters for national development”

Core Values

- Evidence based
- Professionalism
- Integrity
- Inclusiveness
- Flexibility

Service to the Stakeholders

In the provision of the services the employees will be expected to :

- Be friendly and approachable
- Remain honest, ethical and professional at all times
- Treat stake holders equally, fairly and with respect
- Ensure stakeholders experience exceptional standards of service at all times.

Commitment to the Public

Services	Obligation	Duration	Responsibility
Response to enquiries	Voluntary visits	10 minutes	All staff
	Telephone Calls	Immediately	All staff
Response to written correspondences	Emails	2 days	Respective HOD/DG
	Letters	7 days	Respective HOD/DG

SERVICES RENDERED/DELIVERED	CUSTOMER EXPECTATIONS	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINE	Responsibility
Conduct research on population matters	Timely, reliable, updated/new, and accurate information on population matters	Provide accurate information when required and utilize the findings for programme and policy	Nil	Continuously	Policy and Research
Produce Policy Briefs on topical population issues	Timely, reliable, updated/new, and accurate information on population matters	Utilize the policy and programme recommendations to enhance the country's population programme	Nil	Annually	Policy and Research
Develop population and related policies	Timely, accurate, and reliable information to guide the country's population and related programmes	Implementation of the policies	Nil	When need arises	Policy and Research
Coordinate implementation of the population policy and programmes by various stakeholders.	Effective coordination of the implementation of population policies and programmes	<ul style="list-style-type: none"> • Participation in various forums as required • Provide accurate information as required 	Nil	Continuously	Programmes, Coordination, Monitoring and Evaluation
Carry out Monitoring and Evaluation of the implementation of population programmes.	<ul style="list-style-type: none"> • Timely reporting • Reliable data/information 	Provide accurate information as required	Nil	Quarterly and Annually	Programmes, Coordination, Monitoring and Evaluation
Develop and disseminate IEC materials/messages through mass media, workshops, seminars, conferences and public exhibitions on population issues in Kenya.	<ul style="list-style-type: none"> • Relevant information 	<ul style="list-style-type: none"> • Participation in various forums as required • Use information provided 	Nil	Quarterly	Communication, Advocacy and Public Education

Commitment to Suppliers

Services	Obligation	Charges	Duration	Responsibility
Information on procurement	<ul style="list-style-type: none"> • Post Tenders on NCPD website and government tenders portal • Open tenders posted in our website 	Nil	According to tender requirement	Procurement/ICT
The sale of annual tenders for goods and services	Advertisement of tenders	At a fee	According to tender requirement	Procurement
Procurement of good, works and services	Ensure compliance with public Procurement and Asset Disposal Act 2015 and Regulations 2016	Nil	Continuous	Procurement
Payments of goods and services	Timely provision of relevant documents as required	Nil	Within 30 days after the receipt of an invoice and all relevant documents	Procurement /Finance

NCPD Commits to offer population and all services in accordance with values and principles of public service as provided for in the Kenya Constitution of 2010.

We commit to provide efficient and effective services to our customers and encourage feedbacks from clients in order to continually improve on the quality of our service delivery.

In case clients are not satisfied with our services, direct your complaints to

The Director General
National Council for Population and Development
Chancery Building, 4th Floor, Valley Road
NAIROBI
Tel: +254-20-2711711
Email: info@ncpd.go.ke / complaints@ncpd.go.ke

The Commission on Administrative Justice
“Office of the Ombudsman”
West End Towers, 2nd Floor, Waiyaki Way, Westlands
P.O.Box 20414-00200
NAIROBI
Tel: +254-20-2270000/2303000/2603765/2441211/8030666
Email: complain@ombudsman.go.ke

Quality Service is Your Right