

## CITIZEN SERVICE DELIVERY CHARTER

SERVICES OFFERED	REQUIREMENT	COST		TIME FRAME
		KSH	USD	
Inquiries (Customer care desk)	Provide accurate and timely information for better service delivery	NIL	Nil	5 Minutes
Telephone calls	None	NIL	Nil	Within 3 rings
Response to all correspondences	None	NIL	Nil	Within 3 days
Response to Complaints	None	NIL	Nil	Within 7 days
		<b>KENYANS (KSH)</b>	<b>FOREIGNERS</b>	
New Online Application	Complete Online NCA template Form 1a/b	5,000	500	Immediate
Online Registration of contractors	Complete Online NCA template Form Attach supporting Documentary Evidence	NCA1- 100,000	2,500	14 working days from the date of application
		NCA2- 75,000	Nil	
		NCA3- 50,000	Nil	
		NCA4- 25,000	Nil	
		NCA5- 20,000	Nil	7 working days from the date of application
		NCA6- 15,000	Nil	
		NCA7- 10,000	Nil	
		NCA8- 5,000	Nil	
Online Annual Renewal of registration	Complete Online NCA template Form Attach supporting Documentary Evidence	NCA1- 30,000	1,500	7 working days from the date of request
		NCA2- 25,000	Nil	
		NCA3- 20,000	Nil	
		NCA4- 15,000	Nil	
		NCA5- 12,000	Nil	
		NCA6- 10,000	Nil	
		NCA7- 5,000	Nil	
		NCA8- 2,500	Nil	
Penalty for late Renewal	Complete NCA template Form	NCA1- 90,000	4,500	Immediately upon expiry
	Attach supporting Documentary Evidence	NCA2- 60,000	Nil	
		NCA3- 55,000	Nil	
		NCA4- 45,000	Nil	
		NCA5- 36,000	Nil	
		NCA6- 30,000	Nil	
		NCA7- 15,000	Nil	
		NCA8- 10,000	Nil	
		Online Up grading class of Contractors	Complete NCA template Form	
Review	Complete NCA template Form	5000	500	7 working Days
Online Registration of Projects	Complete NCA Form	-	-	7 working Days
	Attach supporting Documentary Evidence			
Training of Contractors	Complete Online NCA Training Registration Template Form	10,000	100	2 working Days
Accreditation of site supervisors	(Complete NCA Form Attach supporting Documentary Evidence)	2,000	2,000	7 Days from the date of request
Accreditation of skilled construction workers	Full Accreditation	1,000	1,000	7 Days from the date of request
	(Complete NCA Form Provisional Accreditation	1,000	2,000	7 Days from the date of request
	Attach supporting Documentary Evidence)	Apprenticeship Program for Construction Workers	Nil	Nil
Training of Construction site supervisors and Workers	Read and Adhere to NCA Mobile Phone text Messages	Nil	Nil	2 working Days
Provide consultancy and advisory services to the construction industry	Complete NCA Form	As per Contract Agreement		As per Contract Agreement
	Attach supporting Documentary Evidence			
Processing payment of goods and services rendered to NCA	Attach supporting Documentary Evidence	NIL		30 working days from receipt of goods and/ services
Communicate outcome of tenders	Relevant documentation	NIL		14 days from expiry of tender validity

### Complaints Mechanism

We encourage our clients to give feedback on services rendered to enable us improve the quality of our service delivery.

The NCA will investigate any complaints in confidence and will view any complaints as an improvement in our service delivery.

The NCA upholds zero tolerance to corruption. It is an offense to compromise or corrupt any of the National Construction Authority staff.

In case clients are not satisfied with our services they can:-

- Lodge a complaint with the officer who rendered the service(s)
- Request to be referred to the relevant Head of Department
- Formally write to the Executive Director
- Write to the Commission on Administrative Justice (Ombudsman's office)

### Contact Information

All public correspondences may be addressed to:

#### THE EXECUTIVE DIRECTOR

National Construction Authority  
P.o. Box 21046-00100  
Nairobi, Kenya  
Tel: + 254 0700 021 222  
Email: info@nca.go.ke  
Website: www.nca.go.ke

If you are not satisfied with our services at the NCA, you can lodge your complaint to:

#### The Commission on Administrative Justice (Ombudsman's office)

2nd Floor, West End Towers, Opposite Aga Khan High School,  
Off Waiyaki Way - Westlands,  
P. O. Box: 20414-00200, Nairobi  
Telephone: 020-2270000/  
2303000/2603765/8030666  
Email: info@ombudsman.go.ke