



NATIONAL CONSTRUCTION  
AUTHORITY

ISO 9001:2015 Certified

## ACCESS TO INFORMATION PROCEDURE

The National Construction Authority is dedicated to ensuring utmost professionalism when it comes to service delivery.

Clients are encouraged to give feedback on services rendered to enable the improvement of said services

The Authority will attend to any access to information requests in confidence and act on them accordingly.

The request can be either related to the Authority directly or a stakeholder of the Authority, construction firms, contractors or professional body involved in construction.

### The standard procedure for access to information is as follows;

<b>1. Making an initial request</b>	<p>The Customer Care Desk is located on the 10th floor of KCB Towers, Upper Hill, at the Authority's headquarters. The officer at the help desk will facilitate the resolution of any Access to information requests by channelling them to the relevant department. Official communication in regards to the decision taken will be sent to the client within seven (7) days.</p> <p>The client can also call, write or email the Authority. <b>The Executive Director</b> <b>The National Construction Authority,</b> <b>P.O Box 21046-00100, NAIROBI</b> <b>E-mail: <a href="mailto:feedback@nca.go.ke">feedback@nca.go.ke</a></b> <b>Call: +254 709 126 102/172/173</b></p>
<b>2. Receiving the request</b>	<p>Each request will be logged into the official Access to Information Register, forwarded to the relevant department, and the client responded to within 7 days, as is in line with the Authority's Service Charter.</p>

<b>3. Responding to the request</b>	<p>The register will record all action taken until eventual decision.</p> <p>The Authority will acknowledge the receipt of this written request within three working days and explain the requirements (if any) for a decision to be made on request delivery.</p>
<b>4. The Commission on Administrative Justice (Office of the Ombudsman)</b>	<p>If the client is unhappy, they can appeal or decide to forward a complaint to the Commission on Administrative Justice (Office of the Ombudsman). They can call, write or visit the offices as follows;</p> <p><b>The Commission on Administrative Justice 2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way - Westlands P.O. Box 20414 - 00200, NAIROBI. Tel: +254-20- 2270000/2303000/2603765/2441211/8030666</b></p> <p>Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a> (for complaints)</p>