

CITIZEN SERVICE DELIVERY CHARTER

Our Mandate

To regulate the construction industry and coordinate its development

Our Vision

An innovative, well-coordinated and prosperous construction industry

Our Mission

To regulate, facilitate and build capacity in the construction industry through strategic interventions and partnerships for sustainable socio-economic development

GENERAL SERVICES				
SERVICES OFFERED	REQUIREMENT	COST		FOREIGNERS
		KENYANS (KES)	FOREIGNERS (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 working days
Response to complaints	None	NIL	Nil	Within 7 working days
Consultancy and advisory services	Provide Complete Project Brief	As per contract agreement		
Processing of payments of goods and services rendered to NCA	Provide Invoice	NIL		30 calendar days from receipt of goods and services
Registration of projects	Complete application form and attach supporting documentary evidence	NIL		7 Working Days

CONTRACTORS				
SERVICES OFFERED	REQUIREMENT	COST		TIME FRAME
		KENYANS (KES)	FOREIGNERS (USD)	
Application for registration	Application form	5,000	500	Immediate
Registration	Complete application form and 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	
		NCA6- 15,000	Nil	
		NCA7- 10,000	Nil	
		NCA8- 5,000	Nil	
Annual renewal of practicing license	Complete application form and attach supporting documentary evidence	NCA1- 30,000	1,500	7 working days from the date of application
		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	
Processing of renewal penalties	Complete application form and attach supporting documentary evidence	NCA1- 90,000	4,500	7 working days from the date of application
		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	
Upgrade / down grade of category of contractors	Complete application form and attach supporting documentary evidence	5,000	Nil	7 working days from the date of application
Petition for review	Complete application form and attach supporting documentary evidence	5,000	500	7 working days from the date of application
Training	Complete training registration form	10,000	100	5 working days before training date on training calendar
Download of training certificate	Attend training	Nil	Nil	2 working days after training date on training calendar

CONSTRUCTION WORKERS				
SERVICES OFFERED	REQUIREMENT	COST		TIME FRAME
		KENYANS	FOREIGNERS	
Accreditation of site supervisors				
Accreditation	Complete application form and attach supporting documentary evidence	2,000	N/A	7 working days from the date of request
Accreditation of skilled construction workers				
Full Accreditation	Complete application form and attach supporting documentary evidence	1,000	N/A	7 working days from the date of request
Provisional Accreditation	Complete application form and attach supporting documentary evidence	1,000	N/A	7 working days from the date of request
Training of construction site supervisors and workers	Complete training registration form	Nil	N/A	2 working days before training date on training calendar

Complaints Handling Mechanism	Contact Information
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NCA encourages all clients to give feedback on services rendered to enable continuous improvement on the quality of service delivery.

NCA will investigate any complaints in confidence and will view them as an opportunity for improvement in service delivery.

NCA upholds zero tolerance to corruption. It is an offense to compromise or corrupt any Authority staff.

In case clients are dissatisfied with NCA 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)

All public correspondences may be addressed to:

THE EXECUTIVE DIRECTOR
 National Construction Authority
 P.o. Box 21046-00100
 Nairobi, Kenya
 Tel: + 254 0709 126 102/172/173
 Email: info@nca.go.ke
 Website: www.nca.go.ke

If you are dissatisfied with any services at 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