

NCI-K SERVICE DELIVERY CHARTER

VISION

To be a leading authority in cancer prevention, management, and control.

MISSION

To oversee the delivery of responsive, high-quality, sustainable, and evidence-based cancer prevention, management, and control through multi-sectoral coordination, research, policy formulation, regulation, and advocacy.

Ref. No.	THE SERVICE WE OFFER	OUR EXPECTATIONS OF YOU AS A CLIENT	RESPONSE DURATION	COST
1.	Customer Care Management of inquiries, complaints, and compliments	Visit	Within 10 minutes of the physical visit	Free
		Telephone calls	Within 1 minute of the phone ringing	
		E-mail	Within 24 hours	
		Filing complaints/compliments	Within 3 working days. The duration may be prolonged depending on the scope of the investigation required	
2.	Stakeholder Coordination Providing access to information on stakeholders	<ul style="list-style-type: none"> Communication through formal channels 	Acknowledgment within 7 days	Free
3.	Technical Support <ul style="list-style-type: none"> Document development and/or review (policies, strategies, guidelines) Workplace programmes Capacity building 	<ul style="list-style-type: none"> Official request letter Provision of relevant information 	Acknowledgment within 7 days	Free

		<ul style="list-style-type: none"> • Availability of resources • Logistical support 		
4.	Monitoring and evaluation support to programmes and projects	<ul style="list-style-type: none"> • Timely submission of reports • Availability of resources • Logistical support 	On need basis	Free
5.	Cancer-related public information	<ul style="list-style-type: none"> • Physical visits • Access to our digital platforms • Provide feedback 	Acknowledgment within 3 days and two weeks for response. The duration may be extended depending on the request	Free
6.	Provision of cancer monitoring and research information	<ul style="list-style-type: none"> • Application for data access • Provide feedback 	Acknowledgment within 7 days	Free
7.	Management of cancer registry	<ul style="list-style-type: none"> • Prompt notification for surveillance 	Within 60 days	Free
8.	Regulations <ul style="list-style-type: none"> • Institutions/organizations designation and licensing 	<ul style="list-style-type: none"> • Application for designation • Submission of appropriate documents 	Within 24 hours	Ksh. 5000 Applicable charges for inspection and licensing
9.	Community awareness activities <ul style="list-style-type: none"> • Cancer campaign activities 	<ul style="list-style-type: none"> • Formal partnerships request • Detailed activity plan • Logistical support 	Acknowledgment within 24 hours	Free
10.	Coordinate research	<ul style="list-style-type: none"> • Request for information • Request for partnership • Submission of research findings 	Acknowledge within 24 hours	Free
11.	Human resource opportunities <ul style="list-style-type: none"> • Internship and attachment • Staff recruitment 	<ul style="list-style-type: none"> • Filled application form 	<ul style="list-style-type: none"> • Within 14 days of the advertisement date 	Free

		<ul style="list-style-type: none"> • Application letter and supporting documentation 	<ul style="list-style-type: none"> • Position to be filled within 6 months of advertisement 	
1.	Procurement of goods and services	<ul style="list-style-type: none"> • Request for prequalification • Submission of quotations/ tender documents 	<ul style="list-style-type: none"> • Annually • Within 14 days of the close of the tendering period 	As provided for in the Public Procurement and Disposal Act 2015
1.	Payment to suppliers of goods and services	<ul style="list-style-type: none"> • Evidence of delivery of goods and services • User acceptance reports • Submissions of invoices and other relevant documents 	Payment within 30 days	As provided for in the Public Procurement and Disposal Act 2015

The NCI-K is committed to excellence and respect in service delivery in line with our core values and the constitution of Kenya 2010. Any non-conformity to these standards should be reported to:

Chief Executive Officer
National Cancer Institute of Kenya
SHA Parking Complex, 5th Floor,
P.O Box 27437 – 00100, Nairobi , KENYA
Telephone: +254795012568
support@ncikenya.go.ke
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social media: @ncikenya

The Commission Secretary
Commission of Administrative Justice
West End Towers, 2nd Floor, Waiyaki Way
P.O Box 20414 – 00200, Nairobi, KENYA
+254020, 2270000
info@ombudsman.go.ke
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