

## CITIZENS' SERVICE DELIVERY CHARTER

We Are Committed to Effectively Formulate and Implement Kenya's Privatization Programme

SERVICE RENDERED	REQUIREMENTS	USER CHARGES	TIMELINE
General information on investments included in the Privatization Programme	• Visit PC Offices or website, email <a href="mailto:info@pc.go.ke">info@pc.go.ke</a> , call or write to the ED/CEO	Free	Immediately
Announcement of approved investment opportunities	• Visit PC Offices or website, email <a href="mailto:info@pc.go.ke">info@pc.go.ke</a> , call or write to the ED/CEO	Free	Immediately
Issuance of privatization guidelines for each transaction	• Visit PC Offices or website, email <a href="mailto:info@pc.go.ke">info@pc.go.ke</a> , call or write to the ED/CEO • Reading of newspaper announcements and gazette notices	Free	Immediately
<b>GENERAL SERVICES</b>			
Attending to visitors	• Booking appointments when necessary • Clarity and courtesy	Free	Within three minutes of arrival
Receiving incoming calls	• Clarity and courtesy	Free	Third Ring
Resolutions of customer complaints	• Verbal or Written Complaint received through the indicated channels	Free	<ul style="list-style-type: none"> <li>• Acknowledgement of complaint, in writing or via email, within 24 hours of receiving it.</li> <li>• Resolved within 30 days from date of receipt</li> <li>• Appeals finalized within 30 days from date of receipt</li> </ul>
Response to routine correspondence and enquiries	• Use of appropriate channels: Email: <a href="mailto:info@pc.go.ke">info@pc.go.ke</a> Tel: +254 20 2212346/7/8 Fax: +254 20 2212237 Postal Address: P.O. BOX 34542 - 00100, NAIROBI	Free	Immediately - Seven Days
Response to request for sponsorship and donations	Written Request	Free	Fourteen Days
Registration of suppliers	• Downloading of registration documents • Submission of registration documents	Free	As specified in the registration documents
Procurement of goods and services	• Purchase of tender documents • Submission of tender documents • Compliance with the Public Procurement and Asset Disposal Act, 2015	Ksh.0 - 1,000	As specified in the tender documents
Payment to suppliers	Supporting documents: invoice, delivery note	Free	Thirty Days
Recruitment	Application letters and other requirements in response to our advert	Free	Six Months
Industrial attachment	• Relevant letter from training institution • Letter of Application • Curriculum Vitae • Indemnity Insurance Cover	Free	Three Months

Any service that does not conform to the above standards or any Officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to the **Complaints Handling Officer** via:

**Telephone:** +254 20 2212311 | **Email:** [complaints@pc.go.ke](mailto:complaints@pc.go.ke)

and also through:

**Complaints Handling Officer**

PRIVATIZATION COMMISSION

Extelcoms House - 11th Floor, Haile Selassie Avenue | P.O. Box 34542 – 00100, NAIROBI

Complaints can also be forwarded directly to the

**Commission on Administrative Justice**

2nd Floor, West End Towers, Waiyaki Way, Nairobi

**Telephone:** +254 20 2270000/2303000/2603765/24411211 | **Email:** [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) | P.O. BOX 20414 - 00200, NAIROBI

**COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**