



**nema**

mazingira yetu | uhai wetu | wajibu wetu

**NATIONAL ENVIRONMENT  
MANAGEMENT AUTHORITY**

**CUSTOMER SERVICE  
CHARTER  
2022-2024**

**Our Commitment towards  
Enhanced Service Delivery**

### *Our Vision*

A clean, healthy and sustainable environment

### *Our Mission*

To coordinate, supervise and manage all matters relating to the environment in Kenya

### *Our Core Values*

- Environmental Stewardship
- Professionalism
- Integrity
- Innovativeness
- Customer Focus
- Teamwork

### *Our Motto*

Our Environment, Our Life, Our Responsibility -  
Mazingira Yetu, Uhai Wetu, Wajibu Wetu

The review of the NEMA service charter comes at a time when the Authority has enhanced its services to the public and stakeholders in the environment and related sectors. The Authority therefore feels obligated to make its commitment to her customers and has for this reason put aside resources for the same.

The Charter is anchored in Government policies including the Constitution of Kenya 2010, Vision 2030, and the National Values. Article 42 of the Constitution enshrines the right to a clean and healthy environment for all Kenyans. My Board of Management and NEMA staff are committed to ensuring this right for our citizenry. We do this through continuous training on quality service and establishment of structures that enable us to periodically monitor and review our service standards.

With this service charter, we will work with our partners to deliver our mandate as we endeavor to protect our rich environmental resources. However, as we execute our duties, we expect our customers to abide by all environmental legislation, provide timely and truthful information and report environmental crimes to the Authority and ensure action is taken in good time.

We know that our success lies in delivering excellent service to you, our customer.

Emilio Mugo

**CHAIRMAN, NEMA BOARD OF MANAGEMENT**

The NEMA Customer Service Charter aims to ensure professionalism and high-level customer service concepts in service delivery. We appreciate that the customer is the heart of our organization and thus our designed procedures, processes and systems are with the customer in mind.

Like any other organization, the Authority faces various challenges which it continues to systematically address within the context of its vision and mission, which is to ensure a clean, healthy and sustainable environment through coordination, supervision and management of all matters relating to the environment in Kenya.

The service charter is therefore a dedication to delivery of high quality service to all our customers. The Charter is the beacon with which all the Staff will be expected to adhere to, to achieve the standards we have spelt out to meet our client's expectations.

In the fulfillment of its obligation, NEMA is deeply indebted to all those who have in one way or the other given input, feedback and all forms of comments that have enriched this document that will ensure efficient service delivery.

I wish to assure members of the public that this Service Charter will be reviewed periodically to ensure that services offered are up to date. We welcome your feedback and suggestions that enable us maintain high quality service. It is our responsibility to protect our environment which is our life.

Mamo B. Mamo, EBS  
**DIRECTOR GENERAL**

## 1.0 INTRODUCTION

This Charter sets out the service standards that the public should expect from NEMA. It is a demonstration of our commitment to the public and a reflection of our dedication towards matters relating to the environment. The charter outlines customer rights and responsibilities and the procedure to follow if our service standards are not met.

## 1.2 ESTABLISHMENT

The National Environment Management Authority (NEMA) is established under Environmental Management and Coordination Act (EMCA) CAP 387 laws of Kenya, as the Principal instrument of government in the implementation of all policies relating to the environment. The Authority exercises general supervision and co-ordination over all matters relating to the environment.

## 1.3 OUR MANDATE

The National Environment Management Authority (NEMA), established under the Environmental Management and Coordination Act (EMCA) No.8 of 1999 to exercise general supervision and co-ordination over all matters relating to the environment. It is further mandated to be the principal instrument of government in the implementation of all policies relating to the environment.

## 1.4 WHO WE SERVE

The Authority serves various stakeholders and clients

- General Public
- Private Sector
- Government Ministries and departments (Lead Agencies)
- County Governments
- EMCA Institutions (National Environment Complaints

Committee(NECC), National Environment Tribunal(NET), National Environment Council(NEC), National Environment Trust Fund (NETFund)

- County Environment Committees
- Parliamentary Committees
- Mass Media
- Civil Society Organizations(CSOs)
- Development Partners/ Donors
- Learning and Research Institutions
- Faith based organizations
- Countries in the East Africa Community (EAC) Region.

## 1.5 CUSTOMERS' RIGHTS

In line with Article 10 of the Constitution of Kenya on national values and principles of governance, the Authority shall serve all customers bearing in mind:

- a) Patriotism, national unity, sharing and devolution of power, the rule of law, democracy and participation of the people;
- b) Human dignity, equity, social justice, inclusiveness, equality, human rights, non- discrimination and protection of the marginalized;
- c) Good governance, integrity, transparency and accountability; and
- d) Sustainable development

**Further, clients are entitled to:**

- Timely and quality service
- Access to Information
- Privacy and confidentiality
- To complain and appeal
- Clean and healthy environment

- Equitable service.

## 1.6 Customer Obligations

- Duty to report environmental crimes and incidences through the NEMA Incident line 0786 101100 or 0741 101100.
- Provide timely and accurate information when called upon.
- Duty to protect the environment.
- To comply with all environmental legislation.
- Treat staff with utmost courtesy.
- To co-operate with the Authority and other lead agencies.
- Ensure integrity of all documents submitted to the Authority.
- To help the Authority fight corruption by not offering inducements by way of gifts to staff. Report any cases of corruption without malice to the Authority or any other relevant Body.

## 2.0 OUR SERVICES

All the services under 2.0 are offered under various legislation as follows:

### 2.1 The Environmental (Impact Assessment and Audit) Regulations, 2003

#### 2.1.1 Experts Registration and Licensing

##### (a) Services Offered

- Registration of Environment Impact Assessment Experts (EIA) Experts.
- Annual Licensing of EIA Experts.

##### (b) Standard of Service

- Decision to issue certificate/license; reject application made within 30 days of receipt of application.
- Acknowledgement upon receipt of application

**(c) Cost of Service****Application for registration**

Citizens	Non-Citizens
Lead – Kshs. 3,000.	Lead – Kshs. 9,000.
Associate – Kshs. 2,000	Associate- Kshs. 6,000.
Firm – Kshs. 5,000.	Firms- 15,000.

**Application for practicing license**

Citizens	Non-Citizens
Lead – Kshs. 5,000.	Lead – Kshs. 15,000.
Associate – Kshs. 3,000.	Associate- Kshs. 9,000.
Firm – Kshs. 20,000.	Firm- Kshs. 60,000.

**(d) Customer Obligations**

- Possession of requisite qualifications and experience
- Adhere to code of practice and professional ethics
- Provision of accurate information
- Prompt response to issues raised

**2.1.2 Environmental Impact Assessment Licence****a) Services Offered**

- Decision to Issue of Environmental Impact Assessment Licenses or reject application or request for more information.
- Issuance of Certificate of Variation, Transfer and Surrender of licences

**b) Standard of Service**

- An acknowledgement letter issued on submission of the EIA report.
- Environmental Impact Assessment Licenses issued within 5 working days for Summary Project Report (SPR), 30 working days for Comprehensive Project Reports (CPR) and three (3) months for EIA study Reports of as stipulated in the Environmental Impact



Assessment/ Audit) Regulations, 2003 and legal notice 31 and 32 of 2019.

- Surrender, Transfer and variation of an EIA licence within 14 working days

c) **Cost of Service**

- EIA processing and monitoring fees as per the fifth schedule of EMCA, 1999 (Calculated as 0.1% of the total project cost with a minimum of Kshs. 10,000. and capping of Kshs. 1m (for low Rise projects).
- Kshs 5,000. for surrender, transfer and variation of EIA licence

d) **Customer Obligations**

- Apply at least 3 months prior to commencement of project
- Provide accurate and comprehensive information
- Secure appropriate approvals from relevant lead agencies or government institutions
- Online application for all EIA approvals/licenses
- Submission of 5 and 10 spiral bound copies and a soft copy of the EIA project and study reports respectively
- Advertise for EIA study reports in the Kenya Gazette, in a newspaper with a nation-wide circulation and over the radio.
- Prompt response to issues raised

### 2.1.3 Environmental Auditing

a) **Services Offered**

- Review of Environmental Audit Reports submitted to NEMA
- Issuance of improvement notices and restoration orders
- Issuance of letter of compliance valid for one year upon

- request
- Undertaking control audits of High risk facilities
- b) **Standard of Service**
  - An acknowledgement letter issued on submission of the EA report from the proponent).
  - Review of Environmental Audit Reports upon submission.
- c) **Cost of Service**
  - No charges
- d) **Customer Obligation**
  - Timely submission of Annual Environmental Audit Reports.
  - Provision of accurate and comprehensive information
  - Compliance with improvement notices and restoration orders.

#### 2.1.4. Strategic Environment Assessment (SEA)

- a) **Services Offered**
  - Issuance of approval with conditions to the Policies Plans Programmes (PPP) Owner
- b) **Standard of Service**
  - Approval of the SEA process by issuing approval with conditions
- c) **Cost of Service**
  - Processing and Monitoring fees- Kshs 1,000,000.
- d) **Customer Obligation**
  - Submit all relevant documents as per the National SEA guidelines.
  - Provide accurate information
  - Secure appropriate approvals from relevant lead agencies or government institutions
  - submits five(5) hard copies and one (1) electronic copy of

the final SEA report to NEMA

- Hold a validation workshop to engage the public/stakeholders in reviewing and validating the corrected SEA report
- Monitoring and evaluation of the PPP
- Payment of advertisement cost for the draft SEA reports
- Prompt response to issues raised

## **2.2 Environmental Management and Co-ordination (Conservation of Biological Diversity and Resources, Access to Genetic Resources and Benefit Sharing) Regulations, 2016**

### **a) Services offered**

- Issuance of access permit

### **b) Standard of Service**

- Decision to issue license, reject application or request for more information is made within 30 days from the date the application is received.

### **c) Cost of Service**

- Individual Applicants - Kshs. 20,000.
- Corporate applicants - Kshs. 50,000.

#### **Renewal**

- Individual applicants - Kshs. 10,000.
- Corporate applicants - Kshs. 25,000.

#### **Perusal of register**

- Residents - Kshs. 1,000.
- Non residents - Kshs. 5,000.

### **d) Customer Obligations**

- Pay prescribed fees
- Application should be accompanied by:
- Evidence of prior informed consent from interested persons
- Relevant lead agencies

- A research clearance certificate from the National Council for Science and Technology.
- Prompt response to issues raised
- A duly executed Material Transfer Agreement, if the biological resources shall be taken out of the country.
- An import permit from the recipient country where biological resources fall under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

### **2.3 The Environmental Management and Co-ordination (Water Quality) Regulations, of 2006.**

#### **a) Services Offered**

- Effluent discharge license to discharge treated effluent into the environment

#### **b) Standard of Service**

- Decision to issue license, reject application or request for more information is made within 21 days

#### **c) Cost of Service**

- i. Application for discharge of effluent into the environment for all facilities is Kshs. 5,000.
- ii. Annual license fees for discharge of effluent into the environment: -
  - Discharging facilities listed under eleventh schedule of the water quality regulations 2006 ranges between Ksh10,000. – Kshs. 500,000.
  - Variation of effluent discharge license, 10% of the annual license fee

#### **d) Customer Obligations**

- Application should be made through the NEMA County offices
- Provide information on site layout and effluent analysis report from a NEMA designated lab.

- Payment of prescribed fees
- Prompt response to issues raised.

## **2.4 The Environmental Management and Co-ordination (Waste Management) Regulations, 2006**

### **2.4.1 Waste transportation**

- a) Services offered**
  - Issuance of license to transport waste
- b) Standard of Service**
  - Decision to issue license, reject application or request for more information to be made within 30 days
- c) Cost of Service**
  - Application fees - Kshs.3,000.
  - Annual License fees – Kshs. 5,000. per vehicle
- d) Customer Obligations**
  - Apply and attach all required documents as per checklist issued by NEMA.
  - Provide information on area of operation
  - Payment of prescribed fees

### **2.4.2 Waste treatment license**

- a) Services Offered**
  - Issuance of license to recycle, compost waste and operate a waste transfer station
- b) Standard of Service**
  - Decision to issue license, reject application or request for more information to be made within 30 days
- c) Cost of Service**
  - Application fee - Kshs. 3,000.
  - Annual License fee – Kshs. 40,000.
- d) Customer Obligations**
  - Apply and attach all required documents as per checklist issued by NEMA

- Provide information on site layout.
- Payment of prescribed fees.

### 2.4.3 Waste Disposal license

#### a) Services Offered

- Issuance of license for incinerators, landfills and controlled dumpsites/tipping sites

#### b) Standard of Service

- Decision to issue license, reject application or request for more information to be made within 30 days

#### c) Cost of Service

- Application fees - Kshs. 3,000.
- Annual License fees - Kshs. 75,000.

#### d) Customer Obligations

- Apply and attach all required documents as per checklist issued by NEMA.
- Provide information on site layout.
- Payment of prescribed fees

### 2.6.4 Export/Transit permit

#### a) Services Offered

- Issuance of transit/ export permits for transit of waste through the country

#### b) Standard of Service

- Within 60 working days of application

#### c) Cost of Service

- Application fee - Kshs. 3,000.
- Permit fee - Kshs. 30,000.

#### d) Customer Obligations

- Apply and attach all required documents as per checklist issued by NEMA.
- Payment of the prescribed fees
- Submit shipment notification to NEMA

- A valid prior informed consent documents issued by the designated national authority of the receiving country
- Provide contractual agreement with the disposer / disposal facility at the recipient country of import

### **2.6.5 Plastic Carrier Bag Ban Initiative**

- a) **Service Offered**
  - Advice on alternative materials
  - Reject or issue exemptions
- b) **Customer Obligation**
  - Fill in an application form and attach relevant documents
  - Provide accurate information
- c) **Cost of Service**
  - No charges
- d) **Standard of Service**
  - Acknowledgement within 7 days
  - Decision within 30 days

### **2.7 The Environmental and Management Co-ordination (Controlled Substances) Regulation, 2007**

- a) **Services Offered**
  - Issuance of license to produce, export or import controlled substances
- b) **Standard of Service**
  - Issuance of license within 45 days
- c) **Cost of Service**
  - Application for license to produce controlled substances Kshs.15,000.
  - Application for a license to export controlled substance Kshs. 15,000.
  - Application for a license to import controlled substance Kshs.15,000.

- Application for a permit to import or export a controlled substance Kshs.1,500.
- Deposit bond – 15% of cost, insurance and freight value (CIF) (refundable) – ODS on transit.

a) **Customer Obligations**

- Apply on time (allow enough time prior to the commencement of the project) for processing of license/ permit prior to shipment of consignment.
- Pay the prescribed fee
- Provide accurate information
- Attach all the required documents
- Submit duly filled application form

## 2.8 Designation of Analytical Reference Laboratories as Per Section 119 of EMCA CAP 387

a) **Services Offered**

- Designation and gazettement of analytical or reference laboratories

b) **Standard of Service**

- An acknowledgement letter is issued on submission of laboratory application form
- Evaluation and inspection of laboratories upon submission of application.

c) **Cost of Services**

- No charges

d) **Customer Obligations**

- Apply for designation prior to commencement of the activity
- Submit dully filled laboratory application forms
- Provide accurate information.

## 2.9 The Environmental Management and Co-ordination (Noise and



### **Excessive Vibration Pollution (Control) Regulations 2009**

- a) **Services Offered**
- Issuance of permit for vibrations in excess of permissible levels
  - Issuance of permit for fireworks, demolitions, construction, mining or quarrying
- b) **Standard of Service**
- permit issued 2 days before commencement of activity
  - Permit valid for maximum of 3 months
- c) **Cost of Service**
- Permit application - Kshs. 500.
  - Permit fee - Kshs. 5000.
- d) **Customer Obligations**
- Apply for permit prior to commencement of the activity
  - Pay prescribed fee
  - Submit duly filled declaration form for permit
  - Provide accurate and comprehensive information

### **3.0 ENVIRONMENT INCIDENT MANAGEMENT**

- a) **Services Offered**
- Response to environmental incidents.
  - Incidents reporting lines (0786-101 100/0741 101100)  
Email: [incidence@nema.go.ke](mailto:incidence@nema.go.ke)
- b) **Standard of Service**
- High-risk incidents addressed within 24 hours.
  - Medium risk incidents addressed within 48 hours.
  - Low risk incidents addressed within 14 days.
  - Incidents acknowledged and forwarded to relevant lead agency.
  - Regular feedback to customers
- c) **Cost of Service**

- No charges
- d) **Customer Obligations**
- Accurate reporting of the nature and exact location of incidents
  - Give feedback on the response

### 3.1 Police Unit

- a) **Services Offered**
- Investigation of environmental crimes, and prosecuting environmental offenders
  - Securing scene of crime, collecting, preserving and labeling exhibits
  - Providing security to NEMA staff while undertaking NEMA activities
  - Enforcement of environmental laws
- b) **Standard of Service**
- Enforce the orders of environmental inspectors during inspections
  - Producing suspects in court within 24 hours of arrest
- c) **Customer Obligations**
- Provide required information
  - Cooperate with police officers
  - Preserve scenes of crime

### 3.2 Environmental Inspection

- a) **Services Offered**
- Routine and targeted inspection of all facilities/projects to ensure compliance with environmental legislation
  - Investigation of environmental offences
  - Prosecution of environmental offences under EMCA CAP 387
  - Compliance promotion
- b) **Standard of Service**

- Regular inspections
- c) **Customer Obligations**
  - Give access to premises to be inspected.
  - Provide information to inspectors
  - Treat inspectors with courtesy
  - Request for official identification
  - Report incidents

### **3.3 The Environmental Management and Co-ordination (Air quality regulation 2014)**

- a) **Services**
  - Issuance of air quality emission Licence
  - Inspections of all emitting facilities
- b) **Cost**
  - Application fee – Ksh. 5000.
  - Licence fee – Kshs 20,000 – Kshs. 50,000. as per the 13th schedule
- c) **Standards**
  - Submit dully filled application form for all facilities & equipment under schedule 3
  - Submit stack emission measurement report
- d) **Time frame:**
  - One month

### **4.0 ENVIRONMENTAL RESEARCH AND PLANNING**

- a) **Services offered**
  - Environmental research, planning and reporting
- b) **Standard of Service**
  - Prepare and disseminate State of Environment Report (SoE) after every two years
  - Production of National Environment Action Plan (NEAP) after every 6 years.
  - Monitor and evaluate Implementation of National

Environment Action Plan (NEAP) and County Environment Action Plans (CEAPS).

- Production, dissemination and Implementation of National Action Plan (NAP) under United Nations Convention to Combat Desertification (UNCCD) after every 10 years.
- Advice on environmental planning and research to individuals and institutions
- Advising the government on implementation of Multilateral Environment agreements (MEAs) on environment
- Mainstreaming of environmental concerns into the National planning process i.e. in Medium Term Plan (MTP), budgeting and other development policy documents
- GEO Information Support for environmental management, research and planning
- Production of the Kenya Environmental Performance Index every 2 years with county profiles
- Undertake GHGs inventory and monitoring in-line with the provisions of Climate Change Act, 2016.
- Take stock of the natural resources in Kenya and their utilization and conservation
- Audit and determine the net worth or value of the natural resources in Kenya and their utilization and conservation
- Undertake research, investigation and surveys in the field of environment
- Generation of research data/information for environmental management
- Advice on environment planning and research to individuals and institutions
- Advice the government on implementation of MEAs

- Mainstreaming of environmental concerns into the national/county planning processes
  - GEO information support for environmental management, research and planning
- a) **Cost of Service**
- No cost
  - All accessible for free from NEMA Website
- b) **Customer Obligations**
- Make necessary enquiries
  - Contribute relevant information for the preparation of SOE Report and NEAP.
  - Request for printed copies of SoE and NEAP from NEMA headquarters.
  - Download from NEMA website.
  - Maps and other GIS products

#### **4.1 Designated National Authority (DNA) for Clean Development Mechanism**

- a) **Services Offered**
- Processing and approval of clean development mechanism (CDM) projects.
  - Create awareness on climate change adaptation and mitigation
  - Create awareness about NEMA as the (DNA)
- b) **Standard of Service**
- 90 days for processing approval of Project Design Documents of CDM projects and program of activities. This time duration includes EIA process.
- c) **Cost of Service**
- No charge
- d) **Customer Obligations**
- To identify Climate change adaptation and mitigation related projects

- Participate in awareness raising forums
- Liaise with DNA (NEMA) regarding the clearing process

## 5.0 ENVIRONMENTAL EDUCATION, AWARENESS AND TRAINING

### a) Services Offered

- Sensitize and build capacity of targeted stakeholders on environmental issues
- Capacity building on Basic Enforcement and Principles of Compliance Courses
- Continual development, publishing and dissemination of environmental education and awareness materials
- Plan and coordinate Global environmental events/activities and exhibitions
- Encourage public participation in environmental management programs
- Initiate partnership with relevant stakeholders to facilitate participation in environmental activities
- Compliance promotion for Industry.
- Capacity building of MDAs and County Environment Committees

### b) Standard of Service

- Timely delivery of environmental educational programmes and information materials

### c) Cost of Service

- No charge

### d) Customer Obligations

- Make necessary enquiries
- Request for available information and education materials
- Adherence to partnership obligations

## 5.1 Development of Curriculum for Training of Environmental Impact

## **Assessment/Audit Experts/Strategic Environmental Assessment**

### a) **Services Offered**

- Evaluation of training institutions for accreditation
- Regular evaluation/review of curriculum
- Provision of the Environmental Impact Assessment/SEA/Audit curriculum to trainers.
- Supervision of the implementation of the curriculum

### b) **Standard of Service**

- Continuous training of experts
- Regular evaluation/review of curriculum
- Prompt response to enquiry

### c) **Cost of Service**

- Kshs. 20,000. per copy of curriculum and annually as subscription fee
- Kshs 40,000. per copy of the SEA Curriculum

### d) **Customer Obligations**

- Provide evidence of registration as a training institution with the Ministry of Education and NITA
- Apply to NEMA for authorization to train EIA/SEA/EA curriculum
- Provide evidence of qualified personnel for EIA/SEA/EA training
- Cooperate during supervision, monitoring and evaluation
- Participate during the curriculum review process

## **5.2 Promotion of Environmental Best Practices**

### a) **Services Offered**

- Identify and award stakeholders on best environmental practice
- Administration of environmental awards in recognition of best environmental practices

### b) **Standard of Service**

- Award programmes undertaken within stipulated time period.
- c) **Cost of Service**
  - No charge
- d) **Customer Obligations**
  - Make necessary enquires
  - Interested parties to register with NEMA when called upon
  - Meet set criteria per category

## 5.2 Library Services

- a) **Services Offered**
  - To facilitate access to a wide range of printed and electronic information resources on environmental management
  - Dissemination of information resources
- b) **Standard of Service**
  - Access to publications in various spheres of environmental management
- c) **Cost of Service**
  - No charge
- d) **Customer Obligations**
  - Be courteous and respectful
  - Request for requisite materials
  - Adhere to the library rules
  - Proper handling of materials as the per rules
  - Return library resources within 3 weeks.

## 5.4 ECOSYSTEMS MANAGEMENT

- a) **Services Offered**
  - Production of the State of the Coast (SoC) report
  - Promotion of Integrated Coastal Zone Management (ICZM) practices in the region



- Coordination, supervision and regulation of wetlands stakeholders involved in ecosystem management
  - Development and review of ecosystems management frameworks; management plans, strategies, regulations and policies
  - Promotion of wise use concept of aquatic ecosystems
  - Develop and maintain aquatic ecosystems inventory
  - Monitoring implementation of relevant MEA's
- b) **Standard of Service**
- State of Coast reviewed after every 2 years
  - Ecosystems Management plan developed annually
  - Aquatic Ecosystems database updated periodically
  - Ecosystems management services offered to MDA's upon request
- c) **Customer Obligations**
- Provision of timely and accurate information
- d) **Cost of Service**
- No charge

## 6.0 GENERAL ADMINISTRATION

### 6.1 Registry

- a) **Services Offered**
- Opening and closing of files
  - Receiving, recording and filing documents.
  - Marking files to officers for action.
  - Dispatching of letters and goods
  - Storage, retrieval and archiving of information
- b) **Standard of Service**
- All mail dispatched within 1 day of receipt
  - Files retrieved within an hour of request
- c) **Cost of Service**
- No charge
- d) **Customer Obligations**

- Request for information
- Manage information as may be required
- Timely submission of letters for dispatch
- Provision of accurate information
- Acknowledgement of receipt of files
- Return/forward files within 48 hours

## 6.2 Transport.

### a) Services Offered

- Receiving transport requisitions from officers
- Provide transport to NEMA officers
- Fleet movement management
- Undertake repairs and maintenance of vehicles
- Develop strategy for replacement of old vehicles
- Keeping inventory of vehicles
- Fuel usage management
- Advice on vehicle procurement.
- Motor vehicle incident Management
- Road safety monitoring and reporting
- Develop and review road safety policy

### b) Standard of Service

- Request for transport for long safaris, submitted 2 days in advance while local running, 3 hours prior to trip
- Repairs of vehicles undertaken within one month of request
- Service of motor vehicles done at every 5000 Kms
- Review road safety policy every 3 years.
- Road safety monitoring reports quarterly

### c) Customer Obligations

- Timely requisition for transport
- Fill transport request forms
- Timely reporting for departure
- Adhere to safety guidelines

- Prompt request for repairs

### 6.3 Telephone Switchboard Services

#### a) Services Offered

- Receive and direct incoming calls
- Makes calls for officers on request
- Facilitate repairs and maintenance of lines and telephone handsets
- Provide and circulate information on internal directories
- Prompt response to enquiries

#### b) Standard of Service

- Calls to be picked within 3 rings.
- Courtesy to internal and external customers
- Update internal directory quarterly
- Identify the caller and inform recipient before transferring

#### c) Customer Obligations

- Be courteous when receiving and making calls
- Self-identification on receipt of calls
- Pick calls within 3 rings.

### 6.4 Human Resources & Administration.

#### a) Services Offered

- Development, interpretation and reviewing of human resources and administration policies and procedures.
- Human Resource planning.
- Recruitment and selection of staff.
- Deployment and transfer of staff.
- Staff development and training.
- Preparation of personnel emoluments budget for the Authority.
- Salary administration.
- Promotion of staff.
- Development and management of staff welfare schemes,

### Staff Occupation Health & Safety.

- Leave administration.
- Employee relations.
- Performance management.
- Succession planning and management.
- Implementation of compensation and benefits schemes.
- Manage staff grievances and disciplinary cases.
- Implementation of cross cutting policies.
- Provision and maintenance of work environment.
- Provision, maintenance and repairs of office tools and equipment.
- Provision and management of outsourced administrative services.
- Provision of security.

### b) Standard of Service

- Enquiries from staff, verbal or written to be acknowledged and addressed within 7 working days upon receipt of request.
- Payroll to be ready by the 15th day of each month and salaries to be paid by 26th of every month.
- Training to be administered equitably as per available resources.
- Repairs and maintenance to be carried out as per manufacturers schedule.

### c) Customer Obligations

- Adherence to policies and procedures

## 6.5 Finance

### a) Services Offered

- Receipt of Funds
- Processing of payments
- Preparation of financial statements
- Budget preparation and budgetary controls

**b) Standard of Service**

- Receipts are issued immediately.
- Receipts for bankers' cheque to be issued after confirmation of cheque clearance.
- Payment of suppliers within 30 days upon receipt of required documents
- Payment to internal customers processed in five (5) working days
- Budget availability confirmations
- Preparation of quarterly financial statements to be done not later than fifteen days after the end of each quarter
- Preparation of annual financial statements to be done not later than three months after the end of each financial year
- Processing of imprest surrenders within 5 working days

**c) Customer Obligations**

- Deposit cash/cheque in NEMA Revenue Account
- Bring bankers cheque to NEMA cash office
- Bring banking deposit slips for receipting at any NEMA office countrywide.
- Ensure all required support documents for receipts are availed
- Users to ensure they obtain official NEMA receipt for payments made
- Timely submission of payment requests and invoices
- Ensure surrender of imprest within 7 working days after activity
- Ensure integrity of all documents
- Ensure budget availability before requests for activities
- Requests for internal activities to be submitted five working days before start of activity

**6.7 Reception**

- a) **Services Offered**
  - Receiving and directing visitors to the relevant offices
  - Controlling the flow of visitors
  - Issuing customer feedback forms
- b) **Standard of Service**
  - Courteous and friendly to customers
  - Prompt response to enquiries
- c) **Customer obligation**
  - Be courteous
  - Provide accurate information
  - Display visitors pass at all times

## 7.0 CORPORATE STRATEGY AND PLANNING.

### Services offered

- Preparation of work plans and quarterly progress reports

### Standard of service

- Finalization of the work plans and progress reports within 14 days after the end of the quarter

### Cost of service

- No Charges

### Customer obligation

- Submission of all required information within 7 days after the close of the quarter

## 8.0 CORPORATE COMMUNICATIONS

### a) Services Offered

- Ensure strong corporate image
- Dissemination of NEMA policies and strategies
- Enhancement of customer satisfaction through the Service Delivery Charter
- Receipt of customer complaints and referral to relevant technical office for action.
- Website and social media management

- Coordination of annual customer satisfaction surveys
  - Review of Service charter biennial
  - Production, editing and dissemination of publications
  - Enhancement of internal communication
  - Media relations
  - Coordination of advert/ supplement placement in newspaper
  - Coordination of Corporate Social Responsibility activities
  - Speech management
  - Media monitoring
- b) **Standard of Service**
- Speeches and briefs edited 7 days prior to an event
  - Daily media reviews disseminated to staff by 10.00 am
  - Press statements and rejoinders to be issued within 3 days, however, the Authority will continue to give out updates on need basis.
  - Media invitations to cover Authority's events to be done a day before function
  - Media responses to be done within 2 days from receipt of request
  - Environmental information requested by the public to be availed within 2 days
  - Weekly update of the website and daily update of social media
- c) **Cost of Service**
- No charge
- d) **Customer Obligations**
- Report environmental/corporate issues to communication office and incident desk
  - Complete customer feedback form
  - Participate in annual customer surveys
  - Submit speeches /briefs/supplements for editing at least

14 days prior to event or activity

- Forward information for website content update and social media
- Forward completed customer feedback forms to corporate communications office daily
- Provide information for weekly and quarterly publications
- Requests for media coverage to be given at least three days before the event
- Forward necessary approvals one week before the proposed date of the advert.

## 9.0 INTERNAL AUDIT

### a) Services Offered

- Conducting independent, objective assurance and consulting activities to add value and improve operations
- Evaluating and improving the effectiveness and efficiency of risk management, control and governance process
- Communicating internal audit results to the Audit, Governance and Risk Management Committee of the Board and the management
- Evaluating the adequacy, effectiveness and timeliness of actions taken by management on reported observations.
- Monitoring to determine the adequacy, effectiveness and timelines of actions taken by management on reported observations/weaknesses raised by both internal and external audit
- Secretariat to the Audit Governance and Risk Management Committee of the Board of Management

### b) Standard of Service

- Audit reports submitted to the Audit, Governance and Risk Management Committee quarterly and as frequently as situations demand.



- Immediate communication of audit reports based on risk assessment
  - Quality program assessment (mandatory) undertaken within five (5) years
  - Management requests responded to within fourteen (14) working days.
  - Planned audits completed within stated time.
  - Adherence to the Audit charter
  - Compliance with code of ethics and conformity to the standards of the International Professional Practice Framework in every activity.
- e) **Customer Obligations**
- Written request for special audits to be made
  - Users to respond to internal audit report and take corrective action within 14 days
  - Conduct risk assessment at least once a year.
  - Avail required documents and information
  - Timely responses
  - Compliance with the code of ethics and conformity to the standards of Professional Practice Framework in every activity
  - Adherence to the Audit charter
  - Adherence to the Mwongozo code of conduct

## 10.0 LEGAL SERVICES

### a) Services Offered

- Representing NEMA in Courts and Quasi- Judicial bodies such as Tribunals by instituting and defending all civil cases.
- Facilitate prosecution of criminal cases on behalf of NEMA in various courts.
- Coordinate and supervise external lawyers acting on behalf of NEMA.

- Review and draft contracts, leases, agreements and Memorandum of Understanding on behalf of the Authority
- Advising the Authority on legal matters
- Review regulations, guidelines and legislation touching on the environment
- Advise policy makers on environmental legal matters
- Capacity building for stakeholders and strategic government agencies on environmental issues
- Participation in international meetings on Legal Environmental issues in an advisory capacity on behalf of the Authority

**b) Standard of Service**

- A maximum of 30 days depending on the type of contract to be drafted.

**Customer Obligations**

- User departments to provide relevant documentation and details
- Requests to be made as required

## **11.0 ICT**

**a) Services Offered**

- Sensitization of NEMA staff on ICT services
- ICT systems support and administration
- Preventive and corrective maintenance of equipment and software.
- Coordination and cooperation with other national agencies to provide integrated one stop ICT solutions that relate to NEMA's mandate.
- Safeguard NEMA ICT systems security
- Provide appropriate specifications for software and hardware on need basis
- Network Management

- Advise the Authority on the new appropriate technologies.
  - Safeguarding the Authority's ICT Assets.
  - Assist the Authority to leverage on ICT for service provision
  - Knowledge Management System and website Administration
  - Provision of ICT systems to match world class standards/ Organisation's demands
- b) **Standard of Service**
- Request for support attended to within 1 hour of receipt.
  - Resolve breakdown of ICT equipment and services within 5 working days.
  - Email correspondence to ICT section shall be responded to within 1 hour of receipt.
  - Sensitization on ICT services to be undertaken within 3 weeks on request.
  - ICT security breaches will be responded to immediately after being reported and an emergency stop gap measure put in place within 2 hours.
  - Continuous upgrade of systems
- f) **Customer Obligations**
- Report system breakdown immediately
  - Users not to compromise system security
  - Fill services request register
  - Responsible use of hardware & software

## FEEDBACK MECHANISM

We are keen to improve service delivery and appreciate your feedback. You can help us improve our service delivery by:

- Filling our customer feedback forms at our offices.
- Call our incident reporting line No 0786-101100 or 0741-101100
- Visiting our offices
- Make a complaint to the Director General by post, or  
Email: [dgnema@nema.go.ke](mailto:dgnema@nema.go.ke) / [incidence@nema.go.ke](mailto:incidence@nema.go.ke)

In cases where you feel your complaint was not handled satisfactory, redress may be sought through an independent review including National Environment Complaints Committee, National Environment Tribunal (NET), Environment and Land Court (ELC), and Commission on Administrative Justice (CAJ).

## How to contact us :

Our Headquarters is based at Eland House, Popo Road, off Mombasa Road, South C. We have offices in all counties.

National Environment Management Authority (NEMA) Kenya,

P.O Box 67839-00200, NAIROBI.

Tel : (254)-20-2183718, 020-2101370.

Mobile : 0724-253398, 0723-363010, 0735-013046.

Email: [dgnema@nema.go.ke](mailto:dgnema@nema.go.ke)

*Get Connected*



[www.nema.go.ke](http://www.nema.go.ke)



***NEMA is an environmental friendly Institution.***