

NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY

CUSTOMER SERVICE DELIVERY CHARTER-COMMON SERVICES

No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINES
1.	Response to phonecalls (Landline or any other official line)	Phone call	Free	3 rings
2.	Response to inquiries by walk in clients	Walk in and make the inquiry	Free	1-5 minutes
3.	Response to complaints/inquiries	Use of appropriate channels ▪ Customer feedback form ▪ Social media networks	Free	5 working days
4.	Response to correspondence	Written correspondence	Free	5 working days
		Email and social media(Twitter Facebook and youtube	Free	5 working days
5.	Registration of suppliers	▪ Dully filled application form ▪ Company profile ▪ Certificate of incorporation ▪ Valid Tax Compliance ▪ Certificate/Exemptions ▪ Original Bank Statement ▪ Copy of certificate of Registration with relevant regulatory bodies. ▪ Non refundable fee payment receipt.	Free	14 working days
6.	Procurement of goods and services	▪ Purchase of prequalification/tender documents ▪ Compliance with the procurement and Disposal Act and Regulations.	Kshs.1000 Fred download	Within 30 days
	a) Notification of successful and unsuccessful bidders	Access e-procurement portal for notification.	Free	1 working day
	b) Payment to suppliers	Attach supporting documents	Free	30 days
	c) Recruitment of staff	Make formal application based on advert	Free	90 days
7.	Processing of request for information	Make a request for information	Free	21 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to the commitments to courtesy and excellence in Service Delivery should be reported to:

Director General,
National Environment Management Authority (NEMA),
P.O Box 67839-00200, NAIROBI,
Tel: (254)-20-2183718, 020-2101370.
Mobile: 0724-253398, 0723-363010, 0735-013046.
Email: info@nema.go.ke

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