



REPUBLIC OF KENYA

OFFICE OF THE ATTORNEY-GENERAL AND DEPARTMENT OF JUSTICE

NATIONAL ANTI-CORRUPTION CAMPAIGN STEERING COMMITTEE

CUSTOMER SERVICE DELIVERY CHARTER

Revised July, 2018

This Customer Service Delivery Charter is a declaration of our commitment to provide quality services to our customers. It outlines the services rendered, requirements to obtain the services, costs and timelines within which the National Anti-Corruption Campaign Steering Committee (NACCSC) provides its services.

VISION

A corruption-free Kenya.

MISSION

To create public awareness on corruption to effect lasting change in the attitudes of Kenyans by conducting a comprehensive multi-sectoral campaign.

MANDATE

To undertake nationwide public education, sensitization and awareness creation campaign aimed at effecting fundamental changes in the attitudes, behavior, practices and culture of Kenyans towards corruption.

CORE FUNCTIONS

- Establish a strategic framework for the nationwide campaign against corruption;
- Sensitize the public on corruption;
- Encourage people to participate in the fight against corruption;
- Identify and forge anti-corruption partnerships with stakeholders;
- Develop anti-corruption campaign strategies and policies;
- Monitor and evaluate progress of the campaign;
- Report publicly on the progress made semi-annually;
- Conduct research on corruption;
- Mobilize resources for the campaign;
- Monitor corruption in the utilization of devolved funds.

CORE VALUES

Our guiding core values are:

- Transparency
- Accountability
- Equity
- Fairness
- Integrity
- Good governance
- Honesty

OUR STANDARDS

- Quality service
- Prompt, accurate and relevant information
- Courteous service
- Prudent utilization of resources

COMMITMENTS AND OBLIGATIONS OF THE CUSTOMERS

To enable us provide you with quality services, we request you to:

- Say no to corruption.
- Provide effective feedback.
- Blow the whistle on corruption.
- Treat NACCSC staff with courtesy and respect.
- Pass on anti-corruption messages to other people.
- Provide NACCSC with accurate information.
- Refrain from offering inducements, gifts and favours in return for services rendered.

SERVICES OFFERED

NO.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES	COSTS	TIMELINES
1.	Formulation of policies and programmes on anti-corruption campaign	Input from stakeholders	Nil	Continuous
2.	Provision of advisory services on corruption reporting	Communication	Nil	Continuous
3.	Conduct Research and Advocacy programmes	Participation	Nil	Continuous
4.	Creation of public awareness and sensitization on anti-corruption	Public Participation	Nil	Continuous
5.	Receiving and responding to public complaints and petitions	Communication	Nil	5 working days
6.	Acknowledging and responding to enquiries and correspondents	Communication	Nil	5 working days

COMMITMENT TO COURTESY & EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or an Officer who does not live up to the commitments to courtesy and excellence in service delivery should be reported to:-

The Director National Anti-Corruption Campaign Steering Committee Co-operative Bank House 11th Floor Telephone: +254 20 3316272/ 2250317 E-mail: director@naccsc.go.ke Website: www.naccsc.go.ke	The Solicitor-General Office of the Attorney-General and Department of Justice Sheria House Harambee Avenue P. O. Box: 40112-00200, Nairobi, Tel. No.: 254 20 2227461/ 254 20 2251355 Cellphone: 254 700 072929/ 254 732 529995 E-mail: sg@ag.go.ke / info@ag.go.ke / ag@ag.go.ke Website: www.statelaw.go.ke	The Commission Secretary/Chief Executive Officer Commission on Administrative Justice/ Office of the Ombudsman West End Towers, 2nd Floor Off Waiyaki Way, Westlands P. O. Box 20414-00200 Nairobi Telephone: +254 20 2270000/ 722 844279 E-mail: complain@ombudsman.go.ke Website: www.ombudsman.go.ke
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