



**National Cancer
Institute of Kenya**
NCI - KENYA

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	Communication through formal channels	Acknowledgment within 7 days	Free
3	Technical Support - Document development and/or review (policies, strategies, guidelines) - Workplace programmes - Capacity building	- Official request letter - Provision of relevant information	Acknowledgment within 7 days	Free

		• Availability of resources • Logistical support		
4	Monitoring and evaluation support to programmes and projects	• Timely submission of reports • Availability of resources • Logistical support	On need basis	Free
5	Cancer-related public information	• 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	• Application for data access • Provide feedback	Acknowledgment within 7 days	Free
7	Management of cancer registry	• Prompt notification for surveillance	Within 60 days	Free
8	Certification • Institutions/organization's certification	• Application for designation • Submission of appropriate documents	Within 48 hours	No Applicable charges for inspection and certification
9	Community awareness activities • Cancer campaign activities	• Formal partnerships request • Detailed activity plan • Logistical support	Acknowledgment within 24 hours	Free
10	Coordinate research	• Request for information • Request for partnership • Submission of research findings	Acknowledge within 24 hours	Free
11	Human resource opportunities • Internship and attachment • Staff recruitment	• Filled application form	• Within 14 days of the advertisement date	Free

		• Application letter and supporting documentation	• Position to be filled within 6 months of advertisement	
12	Procurement of goods and services	• Request for prequalification • Submission of quotations/ tender documents	• Annually • Within 14 days of the close of the tendering period	As provided for in the Public Procurement and Disposal Act 2015
13	Payment to suppliers of goods and services	• 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: +254113900000
support@ncikenya.go.ke
www.ncikenya.go.ke
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
complaints@ombudsman.go.ke
www.ombudsman.go.ke