

To: Our Esteemed Service Users

**EXTENSION OF INTERRUPTION OF ON-SITE SERVICES DURING THE COVID-19  
MINIMAL SOCIAL CONTACT PERIOD 16th April 2020 - 27th April 2020**

We continue to review our readiness for resumption of on-site services in light of COVID directives. Our gratitude goes to all our valued clients for your support as we seek to serve you and keep each other safe.

We are constrained to extend the **SUSPENSION** of public visits to the offices of the NCIA for any purpose from **16th April 2020 to 27th April 2020**. Despite this temporary measure we will continue to offer services remotely and maintain critical on-site function.

We urge parties and any persons requiring our services during this period to contact us via the following emails;

- General enquiries: ***info@ncia.or.ke***
- Case administration services: ***victoria.kigen@ncia.or.ke*** and ***alex.mwaniki@ncia.or.ke***
- Training & Advisory Services: ***lorna.kerubo@ncia.or.ke***

For ongoing cases, we urge the respective tribunals, arbitrator, mediator, or adjudicator to consider applicable provisions of the NCIA Rules and engage parties for remote e-enabled/virtual procedures, document only proceedings, enlargement or extensions of time.

For new disputes, the NCIA Case Management team continues to offer our services remotely and remain on email and telephone contact during normal working hours to support every step in the procedure including filings and registration of cases.

The extension is effective **midnight 16th April 2020 to midnight 27th April 2020** or until otherwise communicated via official email and social media channels.

A handwritten signature in black ink, appearing to be 'L. Muiruri Ngugi'.

L. Muiruri Ngugi  
Registrar/CEO