



Nairobi Centre  
for International  
Arbitration

**To our Esteemed Service Users**

**EXTENSION OF INTERRUPTION OF ON - SITE SERVICES DURING THE COVID- 19 MINIMAL SOCIAL CONTACT PERIOD 21<sup>ST</sup> MAY 2020 – 6<sup>TH</sup> JUNE 2020**

We continue to review our readiness for resumption of on- site services in light of COVID 19 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 the public visits to the offices of the NCIA for any purpose from **21<sup>st</sup> May 2020 to 6<sup>th</sup> June 2020**. Despite this temporary measure we will continue to offer services remotely and maintain critical on-site functions.

We urge parties and any persons requiring our services during this period to contact us via the following email addresses:

- General enquires: [info@ncia.or.ke](mailto:info@ncia.or.ke)
- Case administration services: [Victoria.kigen@ncia.or.ke](mailto:Victoria.kigen@ncia.or.ke) and [alex.mwaniki@ncia.or.ke](mailto:alex.mwaniki@ncia.or.ke)
- Training & advisory services: [lorna.kerubo@ncia.or.ke](mailto:lorna.kerubo@ncia.or.ke)

For ongoing cases, we urge the respective tribunals, arbitrators, mediators, or adjudicators to consider applicable provision of the NCIA Rules and regulations and engage parties for remote e-enabled/virtual procedures, document only proceedings, enlargement or extension 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 filing and registration of cases.

The extension is effective **midnight 20<sup>th</sup> May 2020 to midnight 6<sup>th</sup> June 2020** or until otherwise communicated via official email and social media platforms.

A handwritten signature in blue ink, appearing to read 'L. Muiruri Ngugi', is written over a horizontal line.

**L. Muiruri Ngugi**  
Registrar/CEO