

CUSTOMER SERVICE DELIVERY CHARTER

Vision:

The Premier Centre of Choice for Alternative Dispute Resolution.

Mission:

To be recognized as a Centre for International Commercial Arbitration and Alternative Dispute Resolution through provision of quality and innovative processes.

OUR MANDATE:

To promote and administer international commercial arbitration and other alternative forms of dispute resolution.

Core Values:

The values that guide us in discharging our duties are:

- Fairness and Impartiality;
- Confidentiality;
- Integrity; and
- Efficiency and Effectiveness.

S/No	Services	Requirements	Charges (KES)	Timeline
ADMINISTRATION OF DISPUTES				
1.	Responding to requests for listing on the Arbitrator/Mediator Panels	Evidence of hard/soft copy of complete application made to the Centre	Free	1 working day
2.	Reviewing of Panels' list periodically	Code and Standards of practice	Free	2 working days
3.	Processing new applications for listing on the Arbitrator/Mediator Panels	Complete application for panel listing filed	Free	3 months
4.	Responding to requests for Arbitration/Mediation	Evidence of complete requests and documents filed	Free	2 working days
5.	Opening and updating case files	Evidence of requests and documents filed	Free	1 working day
6.	Administer Arbitration and Mediation under NCIA rules or Non-NCIA rules appointments	Evidence of request and documents filed	As per approved Schedule	As per the NCIA Arbitration & Mediation rules
7.	Providing advisory, technical and administrative assistance upon request by the parties	Evidence of request filed	As per approved Schedule	As per the NCIA Arbitration & Mediation rules
8.	Providing secretarial support to the Arbitral Court	Evidence of request for reference to Court Directions of the Court	As per approved schedule	As per the NCIA Arbitration rules & Arbitral court rules
9.	Ensuring certification of orders, directions and rulings of a tribunal, the Court and Registrar and awards	Orders, directions, rulings and awards.	Free	2 working days
TRAINING & CAPACITY BUILDING				
10.	Conducting a checklist on the completeness of a Training Application made to the Centre	Evidence of hard/soft copy application made to the Centre	Free	1 hour upon receipt.
11.	Confirmation of payment of requisite fees for Training Services	Evidence of cheque/bank slips and MPESA transactions in favor of the Centre	Free	2 working days.
12.	Issue of training certificate	Achievement of requisite score on assessment as stipulated for each training	Free	30 days from receipt of the assessment from the trainer
13.	Responding to request(s) for participation in the Moot Competition.	Evidence of request(s) to participate in the Moot Competition	Free	1 working day.
14.	Conducting a checklist on the completeness of a request to participate in the Moot Competition.	Evidence of hard/soft copy application made to the Centre	Free	1 hour upon receipt.
SUPPLY CHAIN MANAGEMENT				
15.	Issue of Tender documents	Tender Advertisement	Payment of 1,000 & free when downloaded	On receipt of payment unless downloaded
16.	Opening of Tenders	Appointed Adhoc Tender Opening Committee Members and tender representatives(optional)	Free	Restricted tender: Within 7 days Open tender: within 14 days
17.	Tender evaluation	Tenders submitted, Tender opening committee minutes and appointed Adhoc Tender Evaluation Committee Members	Free	Within 30 days from closing date
18.	Tender award	Qualified bidder as per evaluation criteria	Free	1 working day upon approval of professional opinion
19.	Delivery of goods and services	Duplicate copy of the LPO/LSO, Delivery note and invoice	Free	7 working days after LPO issuance
CORPORATE SUPPORT SERVICES				
20.	Making payments to suppliers of goods and services	Receipt of original invoices supported by all relevant documents.	Free	14 working days
21.	Raising invoices to customers and issuance of receipts	A formal written request from the relevant unit/department.	Free	2 working days
22.	Recruitment and Placement	• written applications for positions advertised • Interview report • Signed offer of appointment • Placement report	Free	Within 5 months
GENERAL				
23.	Booking of hearing room(s)	Receipt of request by user in advance indicating no. of participants and required services.	Free	1 day
24.	All telephone calls will be received and attended to as soon as is practical	Return calls immediately on realization	Free	After 3 rings
25.	Resolution of Public Complaints	Written complaint with all the supporting documents	Free	22 days

ADDITIONAL SERVICES OFFERED

We are pleased to offer supplemental services

Services	Charges & Timeline
• Transcription services	As per approved schedule and upon request
• Video conferencing	As per approved schedule and upon request
• Wi-Fi	As per applicable policy
• Guest reference material	As per applicable policy
• Practitioners' lounge	Complimentary

Mr. Lawrence N. Muiruri
Registrar/CEO

Signature:.....Date:..... 28th January, 2021

The Centre is committed to maintaining a client and customer-focused quality service. There are client and customer complaints handling procedures which the Centre adheres to in handling grievances.

Any service that does not conform to the above or any staff who does not fulfil commitment to courtesy and excellence in quality of service should be reported to:

Registrar/CEO

Nairobi Centre for International Arbitration
Co-operative Bank House, 8th Floor, Haile Selassie Avenue
P. O. Box 548-00200 Nairobi | Website: www.ncia.or.ke
For complaints and /or Compliments Tel: +254 115 008170 | Email: feedback@ncia.or.ke
For general enquiries Tel: +254 771 293 055 | Email: info@ncia.or.ke

Thereafter,
In case you are NOT satisfied with the manner in which your complaint has been handled be free to contact: -

Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
2nd floor West End Towers, Off Waiyaki Way, Westlands
P.O. Box 20414-00200 Nairobi | Tel: + 254 (020) 2270000
Email: complain@ombudsman.go.ke
Website: www.ombudsman.