



SERVICE DELIVERY CHARTER



Co-operative Bank House,
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P.O Box 548-00200, Nairobi, Kenya
Mob: +254 771 293 055
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



@NCIA_KE



PREAMBLE

Nairobi Centre for International Arbitration (NCIA) is a Centre for promotion of international commercial arbitration & alternative forms of dispute resolution. The centre was established in 2013 by an Act of Parliament the Nairobi Centre for International Arbitration Act No. 26 of 2013 as a Centre for promotion of international commercial arbitration and other alternative forms of dispute resolution.

NCIA offers a neutral venue for the conduct of international arbitration with commitment to providing institutional support to the arbitral process. In addition, the NCIA caters for domestic arbitration and other forms of dispute resolution such as mediation. NCIA is an independent institution administered by a Board of Directors composed of professionals from the East Africa Region. The directors are accomplished practitioners with multiple skills that assure the proper functioning and administration of the Centre. The daily management of the NCIA is tasked to a Registrar/Chief Executive Officer with technical staff of the Secretariat.

NCIA administers the Arbitration process by providing clear procedural guidelines on Arbitration with time-lines, and a case counsel to assist the tribunal in the collation of documents and assist parties in complying with the tribunal directions.



OBJECTIVES OF THE CHARTER

The Centre is constantly striving to improve service levels and foster closer relationships with our customers. This Charter is an expression and manifestation of our commitment to improving our service and ways of communicating with our clients/customers.

It also aims at enhancing participation of stakeholders in the efficient and effective delivery of service. This can only be possible when the stakeholders are aware of the Centre's commitment to them and what role they are expected to play.

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.

MANDATE

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

OUR CORE VALUES





RANGE OF SERVICES OFFERED BY THE CENTRE.

The Centre offers a range of services, which include the following:

- i. Administration of domestic and international arbitration as well as other forms of alternative dispute resolution process under NCIA rules;
- ii. Appointment of arbitrators, mediators and other alternative dispute resolution process specialists in non-NCIA Rules;
- iii. Maintenance of a reputable list of arbitrators, mediators and other alternative dispute resolution process specialists;
- iv. Leasing of Hearing Rooms and Training Centre;
- v. Training in domestic and international arbitration as well as other forms of alternative dispute resolution process; and
- vi. Provision of technical advice, research and professional consultancy in dispute resolution.



OUR BOARD COMMITMENT

The Centre has adopted high standards and applies strict rules of conduct, based on best corporate practices. As part of this commitment, the Board adheres to good corporate governance by embracing the following principles:

- i. Observing high standards of ethical and moral behaviour;
- ii. Acting in the best interests of the Centre;
- iii. Promoting the welfare and interests of staff fairly and responsibly;
- iv. Recognizing the legitimate interests of all stakeholders; and
- v. Ensuring that the Centre acts as a good corporate citizen.

The Board shall act in the best interest of the Centre and uphold their fiduciary responsibilities and duty of care. This involves not disclosing confidential information, avoiding real and perceived conflicts of interest, and favoring the interests of the Centre over other interests. They will act honestly and in good faith so as to create a culture built on principles of integrity, accountability and transparency.



OUR PLEDGE TO OUR CLIENTS AND CUSTOMERS:

We undertake to

- i. Treat our clientele with respect and dignity;
- ii. Establish a 'give us your feedback' and "may I help you" practice to cater for customer information needs at the Centre;
- iii. Effectively delegate, empower and establish a follow-up and feedback process;
- iv. We will attend to clients/visitors within 5 minutes of arrival at our Centre offices on appointment or inform you when it might take longer;
- v. Create conducive environment for people with disability;
- vi. We will respect your different view or opinion and treat you fairly;
- vii. We shall respond to any complaints and compliments promptly;
- viii. Expeditiously dispose of valid complaints with transparency and objectivity;
- ix. Use your feedback to help us improve our services; and
- x. We will only pledge what we can meet.



OUR STAFF COMMITMENT

OUR STAFF SHALL:

- i. Uphold integrity, confidentiality, fairness & impartiality;
- ii. Embrace hospitality and warm greetings within the offices of the Centre;
- iii. Endeavour to attend to all telephone calls within practicable timelines;
- iv. Respond to telephone calls in a polite, courteous and professional manner;
- v. Respond to written complaints within 2 working days upon receipt;
- vi. Respond to emails within 24 hours or inform you when it might take longer;
- vii. Respond to verbal enquiries within 15 minutes;
- viii. Respond to your correspondence within 2 working days upon receipt; and
- ix. Wear easy to see staff identification while within the offices of the Centre.

CLIENTS AND CUSTOMERS:

The Centre expects its clients and customers to:

- i. Provide accurate, timely information and documentation to facilitate prompt action;
- ii. Uphold professionalism, dignity and integrity in your dealings with us and other clients;
- iii. Treat our staff with courtesy and respect;
- iv. Give your feedback (views and comments) to help us monitor and improve the relevance and quality of our service to our clients.
- v. Provide your views in random surveys of how you perceive our services and what additional services you require;
- vi. Observe and respect our procedures, rules and regulations; and
- vii. Pay the requisite fees as per the rules.

AS A SERVICE PROVIDER

The Centre will while interacting with our clients and customers, commit to:

- i. Uphold professionalism and integrity;
- ii. Provide effective and efficient service;
- iii. Be innovative in offering our services;
- iv. Provide timely and relevant information as and when required;
- v. Treat both information and identity with confidentiality;
- vi. Treat our customers with respect and courtesy;
- vii. Maintain an open-door policy to all in need of our services;
- viii. Engage reputable service providers to augment and guarantee quality service;
- ix. Promptly and positively respond to staff needs; and
- x. Provide a conducive working environment.

TO EACH OTHER AS A STAFF TEAM;

- i. Team work, adequate consultation and shared responsibility;
- ii. Honesty, transparency and accountability;
- iii. Courtesy and respect;
- iv. Respect for diversity; and
- v. Equity.

NCIA CUSTOMER SERVICE

Delivery Charter

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	<ul style="list-style-type: none"> • written applications for advertised positions • 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



UNIT SERVICE DELIVERY CHARTERS

CASE MANAGEMENT DEPARTMENT UNIT

Service Delivery Charter

S/No	Services	Requirements	Charges (KES)	Timeline
1.	Information enquiries – oral or via email	Specific requests for information, officers and service.	Free	1 working day
2.	Responding to letters addressed to the Department	Evidence of letters received at the department	Free	2 working days
3.	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
4.	Reviewing of Panels' list periodically	Code and Standards of practice	Free	2 working days
5.	Confirmation of requisite fees from Finance/ Accounts unit	Evidence of payment advice in favour of the Centre	Free	2 working days
6.	Processing new applications for listing on the Arbitrator/Mediator Panels	Complete application for panel listing filed	Free	3 months
7.	Responding to requests for renewal of membership to the Arbitrator / Mediator panels	Evidence of requests for renewal	Free	1 working day
8.	Opening and updating case files	Evidence of requests and documents filed	Free	1 working day
9.	Responding to requests for Arbitration / Mediation	Evidence of requests and documents filed	Free	2 working days
10.	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 and Mediation Rules
11.	Providing advisory, technical and administrative assistance upon request by the parties	Evidence of request filed	As per approved Schedule	As per the NCIA Arbitration and Mediation Rules
12.	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 and Arbitral Court Rules

13.	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
14.	Providing Secretarial support to the Legislative Review and Accreditation Committee	Evidence of Notices and Agendas, Committee and Board papers	Free	As per the LRA Approved Calendar
15.	Conducting legal research on emerging trends.	Evidence of specific area of research	Free	7 working days
16.	Monitoring and Evaluation of the Implementation of the National ADR Policy	Evidence of a National ADR Policy Quarterly implementation report	Free	10 th day of the first month of each quarter
17.	Conducting seminars / Webinars/Workshops	Reports of Seminars, webinars and workshops	Free	7 working days
18.	Conduction International Conference	International Conference Report	Free	21 working days
19.	Handling of complaints	Evidence of complaint raised	Free	1 working day

CAPACITY BUILDING UNIT

Service Delivery Charter

S / No	Services	Requirements	Charges (Kshs)	Timeline
1.	Information enquiries oral or via email	Specific requests for information and service.	Free	1 Day
2.	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.
3.	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.
4.	Issue of training certificate	Achievement of requisite score on assessment as stipulated for each training,	Free	30 days from receipt of assessment from the trainer
5.	Responding to request(s) for participation in the Moot Competition.	Evidence of request(s) to participate in the Moot Competition	Free	1 working day.
6.	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.
7.	Conducting Legal Research on emerging areas of ADR upon request(s)	Specific request(s) for research	Free	7 working days.
8.	Handling of public Complaints	Evidence of Complaint received	Free	1 working day.

FINANCE AND ACCOUNTS UNIT

Service Delivery Charter

S / No	Services	Requirements	Charges (Kshs)	Timeline
1.	Information enquiries e.g. Circulars updates	Specific requests for information, officers and service.	Free	1 hour
2.	Banking activities and treasury information	Evidence of cash, cheques and/or transfer of funds letter.	Free	1 working day
3.	Making payments to suppliers of goods and services	Receipt of original invoices supported by all relevant documents.	Free	14 working days
4.	Raising invoices to customers and issuance of receipts	A formal written request from the relevant unit/ department.	Free	2 working days
5.	Budget monitoring and reporting	Evidence of actual expenses incurred during the period.	Free	5 working days
6.	Management accounts and reporting	Evidence of actual expenses incurred during the period.	Free	5 working days
7.	Preparing and processing of Staff Imprests	An authorized and approved imprest request supported by all the relevant documents.	Free	5 working days
8.	Procurement (Vote book Commitments)	Receipt of original Local purchase orders, Local service orders and Imprest warrants supported by all the relevant documents.	Free	3 hours
9.	Processing and payment of staff expenses claims	An approved reimbursement request supported by all the relevant documents.	Free	3 working days
10.	Budget Support and information (charge to account)	Receipt of formal requests both written and verbal.	Free	2 hours
11.	Financial Reporting and Audits	Evidence of actual expenses incurred during the period.	Free	10 working days
12.	Staff Payroll payments.	Receipt of approved copies of the relevant payroll schedules	Free	2 working days
13.	Processing and reimbursement of office petty cash	Evidence of cash sale receipts supported by all the relevant petty cash forms and vouchers.	Free	3 working days
14.	Handling of public complaints	Evidence of complaint raised	Free	2 days

HUMAN RESOURCE AND ADMINISTRATION UNIT

Service Delivery Charter

S/No	Services	Requirements	Charges (Kshs)	Timeline
1.	Information enquiries/ oral, telephone or via e.mail	Specific requests for information & service	Free	1 day
2.	Evaluation of Staff Performance	Duly signed and filled forms by Head of Departments	Free	31 st July each year
3.	Dissemination of Policy and Circulars	Approval Policies and Circulars	Free	1 day
4.	Recruitment and Placement	written applications for positions advertised Interview report Signed offer of appointment Placement report	Free	Within 5 months
5.	Payroll Processing and Administration	Sign in register Salary deduction/remittance request Approval payroll	Free	15 th Day of each month
6.	Processing of advances, Salary in advance, salary advance	Approved request	Free	2 working days
7.	Staff Training and Development	Departmental projections HRMAC recommendation Approved Training Plan	Free	3 months
8.	Staff Promotion	HRMAC recommendations Board approval	Free	3 months
9.	Staff Discipline Management	Written report from HOD/ Supervisor HRMAC recommendations Approval by CEO/Board	Free	3 months
10.	Official correspondence	Written communication	Free	2 working days
11.	Internal and external mail delivery and collection	Collection of mail from offices/post office and making deliveries	Free	1 working day
12.	Processing of Leave	Approved leave request	Free	14 working days
13.	Payment of gratuity/ Retirement Benefits	Clearance from the Centre	Free	30 working days

S/No	Services	Requirements	Charges (Kshs)	Timeline
14.	Provision of tea	Presence of staff at the Centre	Free	By 9.00a.m of each working day
15.	Allocation of parking space	Submission of requests by the users	Free	1 st July
16.	Maintenance of Office furniture and Equipment	Maintenance schedule/ Requests for repair by users	Free	5 working days
17.	Booking of meeting room	Written requests by users indicating no. of participants and required services	Free for internal clients/ Payment as per room booking policy	2 working days
18.	Transport Management	Approved request	Free	Within 5 working days
19.	Provision of office furniture and/or seating space	Written request	Free	3 months
20.	Provision of cleaning services	Cleaning schedule/ submission of request	Free	By 8:00 am on working days
21.	Handling of public complaints	Evidence of complaint raised	Free	2 days

SUPPLY CHAIN MANAGEMENT UNIT

Service Delivery Charter

S. No.	Services	Requirements	Charges (Kshs)	Timeline
1.	Issuance of stores items	Approved stores requisition form	Free	1 working day
2.	Submission of RFQ's	RFQ submission within specified deadline	Free	As specified in RFQ but within 7 days
3.	Evaluation of RFQ's	Quotations submitted and opened	Free	Within 2 working days of quotation opening
4.	Writing an LPO/LSO	Approved purchase requisition, evaluation report and approved professional opinion	Free	2 working days upon approval of professional opinion
5.	Issue of tender documents	Tender Advertisement	Payment of 1,000 & free when downloaded	On receipt of payment unless downloaded
6.	Opening of Tenders	Appointed Adhoc Tender Opening Committee Members and tender representatives(optional)	Free	Restricted tender: Within 7 days Open tender: within 14 days
7.	Tender evaluation	Tenders submitted, Tender opening committee minutes and appointed Adhoc Tender Evaluation Committee Members	Free	Within 30 days from closing date
8.	Tender award	Tender evaluation report and approved professional opinion	Free	1 working day upon approval of professional opinion
9.	Delivery of goods and services	Duplicate copy of the LPO/LSO, Delivery note and invoice	Free	7 working days after LPO issuance
10.	Inspection of Goods and Services	Inspection and Acceptance Committee Meeting	Free	2 working days from date of delivery
11.	Submission of Invoices to finance department	Completion certificate, inspection and acceptance report, delivery notes invoices, GRN and triplicate copy of the LPO/LSO	Free	1 working day
12.	Submission of procurement reports	Approved and signed quarterly reports	Free	14 th day of each quarter
13.	Annual Disposal of Goods and Services	Disposal Committee recommendation	Payment of 1,000	Within three months of approval
14.	Handling of public complains	Complaint forwarded	Free	2 working days

INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

Service Delivery Charter

No.	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1.	Handle all requests and inquiries	Support request by call, e-mail or in person	Free	1 Day
2.	Respond to hardware failure or need requests	Written request by user or Call from user on any hardware failure incident.	Free	Within 30 Minutes
3.	Handle Restoration of network or e-mail outage	Written request or Call from user; Detection on network monitoring and trending system	Free	Within two (2) working days
4.	Undertake diagnosis and response to ICT Security incidents/breaches	Detection on network monitoring and trending system Systems logs; Written request or Call from user	Free	Within three (3) working days
5.	Respond to requests for connectivity of network or email account	Written request or Call from user; Log on the help desk	Free	Within two (2) working days
6.	Action on Complaints/ requests on user access password reset or creation	Written request or Call from user	Free	1 Day
7.	Undertake Development of ToR's for ICT related project by another department/ Unit	Written request with scope and application; and design specifications	Free	Within one (1) week after request
8.	Handle requests for new ERP/Domain user account	Written request by user or Call from user	Free	Within one (1) day from time of receipt of the request
9.	Handle request for reset of existing Domain user account	Written request by user or Call from user	Free	Within one (1) day from time of receipt of the request
10.	Respond to training on ERP system or other MIS system.	Written request for training need identification	Free	Within two (2) weeks from time of receipt of the request
11.	Resolve ERP user support request	Written request by user or Call from user	Free	Within two (2) working days from time of receipt of the request

12.	Undertake ICT equipment service and maintenance	Receive user request Diagnose, document, and solve the problem	Free	Within one (1) working day
13.	Respond to User support training	Written request Training needs assessment	Free	Within four (4) weeks from time of receipt of request or identification of need to train
14.	Undertake Repair and maintenance of ICT equipment under warranty	Prepare equipment documentation and capture specifications Contact vendor or maintenance provider	Free	Within two (2) weeks from time of fault reporting
15.	Actualize the escalation of ICT equipment faults for resolution as appropriate	Diagnose the equipment fault Identify spares required Deliver equipment to vendor where necessary User collect equipment after service/repair	Free	Within six (6) weeks after equipment is delivered to the ICT workshop
16.	Undertake Project Implementation	Determination of projects requirements Develop project proposal Tender award C o m p l e t i o n assessment	Free	Within one (6) Months and up to 1 year after award
17.	Enhancement of Website	Website content review/update; and design specifications	Free	Within five (5) working days
18.	Handling of public complaints	Evidence of complaint raised	Free	2 days

CORPORATE STRATEGY UNIT

Service Delivery Charter

S/ No	Services	Requirements	Charges (Kshs)	Timeline
1.	Information enquiries (oral, telephone or via email	Specific requests for information and service.	Free	1 Day
2.	Monitoring and evaluation of the Strategic Plan	Approved annual Work Plan	Free	30 th June of the previous financial year
		Quarterly Work Plan reports	Free	15 days following the end of a quarter
3.	Development of Performance Contract	Performance Contract document	Free	31 st July of each financial year
		Performance Contract document	Free	30 th September of each financial year
		Quarterly Performance Contract reports	Free	10 days following the end of a quarter
4.	Resource Mobilization	Resource requirements of the Centre	Free	1 st July of each financial year
		Proposal/concept note	Free	2 weeks from Authorization to prepare proposal
		Report on programme/ project implementation	Free	15 days following the end of a quarter
5.	Collation and comparison of emerging trends in Alternative Dispute Resolution	Research proposal	Free	1 st month of each quarter
		Research paper	Free	End of each quarter
		Published research paper	Free	30 th June of each financial year
6.	Handling of public complaints	Evidence of complaint received	Free	2 days

COMMUNICATIONS & MARKETING UNIT


Service Delivery Charter

S/ No	Services	Requirements	Charges (Kshs)	Timeline
1	Telephone calls	Answer your call promptly <ul style="list-style-type: none"> • Tailor our language, tone, style and format to match our audience. • Listen, correctly interpret messages and respond appropriately. • Give you our name and our area of work when we answer your call. • Be courteous and helpful at all times. • Answer enquiries in full where possible and if we cannot do so immediately, we will take your details and will call you back. 	Free	3 working days
2	Website Social Channels	The Centre's website and social media platforms will provide comprehensive, accurate, relevant and timely information to our stakeholders.	Free Free	24 hours 24 hours
3	Written Correspondences	If you send a letter, fax or e-mail, we will endeavor to: Ensure you receive feedback within 2 working days; if we cannot provide a full reply within this period, we will write to you explaining why and let you know when you can expect a comprehensive feedback.	Free	2 working days
4	Reports	Submit written reports following events	Free	5 working days
5	Resolution of Public Complaints.	Evidence of complaints received	Free	22 working days

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.

We will, in consultations with our Customers and Stakeholders, review this Service Charter once every two years. We will continuously monitor and evaluate the level of our service delivery. A customer satisfaction survey will be conducted annually.

Mr. Lawrence N. Muiruri
Registrar/CEO



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

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.go.ke

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