

NEPAD/APRM KENYA SECRETARIAT

MUAFAKA WA KUFANIKISHA HUDUMA

MAONO YETU

Taasisi bora katika kutetea ajenda ya kimaendeleo na kiutawala barani Afrika.

MALENGO YETU

kukuza na kuratibu fanisi, za kutetea na kuandaa taarifa na mipango ya Umoja wa Africa kitaifa nakikanda.

Maadili yetu

- Uadilifu
- Utaalamu
- Ufanikishaji na uboreshaji
- Ubunifu
- Usawa na usawazishaji
- Uwajibikaji na Uwazi

Huduma kwa Washikadau wetu

Katika utoaji huduma wafanyikazi wetu wanapaswa:

- Kutoa huduma kwa urafiki na wanaofikika kwa urahisi
- Kusalia waaminifu wenye maadili mema wa kitaalam kila wakati
- Kuwahudumia washikadau wetu kwa usawa haki na heshima.
- Kuhakikisha kuwa washikadau wanapokea huduma ya hali ya juu kila wakati.

WAJIBU KWA UM MA			
HUDUMA	WAJIBU	MUDA	JUKUMU
Jibu la maswali ya ashikadau	Ziara za kiofisi	Dakika kumi (10)	Wafanyikazi wote
	Kupitia simu	Mara moja	Wafanyikazi wote
Jibu kwa jumbe zilizoandikwa	Barua pepe	Kwa Siku mbili	Afisa Mkuu Mtendaji/ Mkuu wa kitengo
	Barua	Siku saba	Mkurugenzi mkuu/ Mkuu wa kitengo

HUDUMA ZINAZOTOLEWA	MATARAJIO YA MTEJA	WAJIBU WA MTEJA	GHARAMA KWA MTEJA	MUDA WA HUDUMA	JUKUMU
Kuendesha au Kufanya Utafiti	Jumbe kwa wakati, za kuaminika, zilizosahilishwa/ mpya, na sahihi kuhusu mpango wa NEPAD/APRM	Toa habari sahihi wakati kunahitajika na utumie vyema matokeo ya programu na sera	Hakuna	Kwa muendelezo	Wakurugenzi (NEPAD/ APRM)
Kutoa chapisho fupi za sera kuhusu NEPAD na mada kuu za APRM	Jumbe za wakati, za kuaminika, zilizosahilishwa/ mpya, na sahihi kuhusu maswala ya NEPAD na APRM	Tumia sera na mapendekezo ya programu ili kuboresha mipango ya nchi	Hakuna	Kwa muendelezo	Wakurugenzi (NEPAD/ APRM)
Kuratibu utekelezaji wa mipango ya NEPAD na APRM kwenye ngazi za kikanda, kitaifa na katika kaunti	Uratibu mwafaka wa utekelezaji wa mipango ya NEPAD na APRM	Kushiriki katika vikao mbalimbali kama inavyohitajika na kutoa taarifa sahihi kunapohitajika	Hakuna	Endelevu	Wakurugenzi (NEPAD/ APRM)
Kutafiti na kutathmini utekelezaji wa mipango ya NEPAD/APRM kwenye ngazi za kikanda, Kitaifa na katika kaunti	Taarifa kwa wakati Takwimu/habari ya kuaminika	Toa habari sahihi kunapohitajika	Hakuna	Kwa robo mwaka na mwaka	Wakurugenzi (NEPAD/ APRM)
Kuandaa na kusambaza jumbe za IEC kupitia vyombo vya habari, semina warsha makongamano na kwenye hadhara za umma kuhusu mipango ya NEPAD na APRM	Jumbe za kuaminika	Kushiriki katika vikao mbalimbali kama inavyohitajika Tumia ujumbe uliyopewa	Hakuna	Kwa robo mwaka	Kitengo cha uhusiano mwema na Mawasiliano

WAJIBU WA WATOA HUDUMA

HUDUMA	WAJIBU	MALIPO	MUDA	JUKUMU
Taarifa za ununuzi	Kuchapisha matangazi ya zabuni kwenye wavuti wa NAKS na za serikali Kufungua zabuni zilizochapishwa kwenye tovuti ya NEPAD/APRM	Hakuna	Kwa mujibu wa mahitaji ya zabuni	Kitengo cha mauzo na usambazaji wa bidhaa/Teknolojia
Uuzaji wa zabuni za bidhaa na huduma	Kutangaza zabuni	Kwa mujibu wa kanuni za serikali	Kwa mujibu wa mahitaji ya zabuni	Kitengo cha mauzo na usambazaji wa bidhaa
Ununuzi wa bidhaa, kazi na huduma	Kuhakikisha sheria ya umma ya ununuzi na usimamizi wa mali ya 2015 na kanuni ya 2016 zinafuatwa	Hakuna	Kwa muendelezo	Kitengo cha mauzo na usambazaji wa bidhaa
Malipo ya bidhaa na huduma zilizotolewa.	Kutayarisha malipo kwa haraka	Hakuna	Ndani ya siku 30 baada ya kupokea stakabadhi zote husika	Kitengo cha mauzo na usambazaji wa bidhaa/uhasibu

NAKS imejitolea kutoa huduma zote kulingana na kanuni za huduma kwa umma kama iliyoainishwa katika katiba ya Kenya ya 2010.

Iwapo haujaridhika na huduma/bidhaa zetu tafadhali wasiliana nasi na

Afisa Mkuu Mtendaji

Afisi kuu ya NEPAD/APRM, KENYA

Jumba la Liaison, Ghorofa ya 4, barabara ya Ikulu

Sanduku La Posta 46270-00100, Nairobi

Kupitia simu: +254 20 2733735/38/45

Kupitia barua pepe: info@nepadkenya.org

NEPAD/APRM KENYA SECRETARIAT

SERVICE DELIVERY CHARTER

Our Vision

A model facilitator and advocate for Africa's development and governance agenda in the continent

Our Mission

To promote effective and efficient coordination, advocacy, and communication for AU's programmes nationally and regionally

Our Core Values

- Integrity:
- Professionalism:
- Efficiency and Effectiveness
- Innovativeness:
- Equity and Equality
- Accountability and Transparency

Service to stakeholders

In the provision of service, employees are expected to:

- Be friendly and approachable
- Remain honest, ethical and professional at all times
- Treat stakeholders equally, fairly and with respect
- Ensure stakeholders experience exceptional standards of service at all times

COMMITMENT TO THE PUBLIC			
SERVICES	OBLIGATION	DURATION	RESPONSIBILITY
Response to enquiries	Office visits	10Minutes	All Staff
	Telephone Calls	Immediately	All Staff
Response to written correspondences	Emails	2Days	Respective HOD/ CEO
	Letters	7 Days	Respective HOD/ CEO

SERVICES RENDERED/ DELIVERED	CUSTOMER EXPECTATIONS	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINE	RESPONSIBILITY
Conduct Research	Timely, reliable, updated/ new, and accurate information on NEPAD and APRM programme	Provide accurate information when required and utilize the findings for programme and policy	NIL	Continuously	Directors (NEPAD/ APRM)
Produce Policy Briefs on NEPAD and APRM topical issues	Timely, reliable, updated/ new, and accurate information on NEPAD and APRM matters	Utilize the policy and programme recommendations to enhance the country's programme	NIL	Continuously	Directors (NEPAD/ APRM)
Coordinate implementation of NEPAD and APRM Programmes Regionally, Nationally and in the Counties	Effective coordination of the implementation of NEPAD and APRM programmes	Participation in various forums as required Provide accurate information as required	NIL	Continuously	Directors (NEPAD/ APRM)
Carry out Monitoring and Evaluation of implementation of NEPAD and APRM Programmes Regionally, Nationally and in the Counties	Timely reporting Reliable data/information	Provide accurate information as required	NIL	Quarterly and Annually	Directors (NEPAD/ APRM)
Develop and disseminate IEC materials/ messages through mass media, workshops, seminars, conferences and public exhibitions on NEPAD and APRM Programmes	Relevant information	Participation in various forums as required Use information provided	NIL	Quarterly	Public Relations & Communication

COMMITMENT TO SUPPLIERS

SERVICES	OBLIGATION	CHARGES	DURATION	RESPONSIBILITY
Information on procurement	- Post tenders on NAKS website and government portal - Open tenders posted in the secretariat's website	NIL	According to tender requirement	Supply Chain Management/ ICT
The sale of tenders for goods and services	Advertisement of tenders	In accordance with Government Regulations	According to tender requirement	Supply Chain Management
Procurement of goods, works and services	Ensure compliance with Public Procurement and Asset Disposal Act 2015 and Regulation 2016	NIL	Continuous	Supply Chain Management
Payment for goods and services	Timely processing of payments	NIL	Within 30 days after the receipt of an invoice and all relevant documents	Supply Chain Management / Accounts

NAKS commits to offer all services in accordance with values and principles of public service as provided for in the Kenya Constitution 2010

If not satisfied with our service/ product please contact

The Chief Executive Officer
NEPAD/ APRM Kenya Secretariat
 Liaison House, 4th Floor, State House Avenue
 P. O. Box 46270-00100, Nairobi
 Tel: +254 20 2733735/38/45
 e-mail: info@nepadkenya.org