



Our Commitment to the Public

S/NO	SERVICE/GOOD	REQUIREMENT TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 Minute
3.	Response to correspondence	Written Correspondence (Letters)	Free	Five (5) working days
		Email and social media (X, Facebook, LinkedIn and YouTube)	Free	One (1) working day
4.	Response to public complaints and grievances	Make a complaint	Free	One (1) working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	Fourteen (14) working days
6.	Registration of suppliers	Duly filled application form, Company profile, Certificate of incorporation/Registration, Pin certificate, Valid tax compliance certificate/AGPO Certificate (where applicable) / exemptions, Original bank statement, Copy of certificate of registration with relevant regulatory bodies, Copies of annual return forms filed by company registry, National ID/passport	Free	Fourteen (14) working days
7.	Processing of Tenders	Submit bids for goods and services	Free	Ninety (90) days
8.	Notification of successful and non-successful bidders	Access E-procurement portal for notification	Free	One (1) working day
9.	Payment for goods and services received	LSO/LPO/Invoice Certificate of completion/goods/services received	Free	Sixty (60) days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	Sixty (60) days from the date of advertisement
11.	Public participation on specific assignments in relation to IGRTC mandate	Familiarization with the specific assignment relating to the mandate of IGRTC	Free	Sixty (60) days from the date of advertisement
12.	Recruitment of staff	Make formal application based on advert	Free	Ninety (90) days
13.	Processing of request for information	Make a request for information	Free	Twenty-one (21) days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to both of the following:

The Secretary/Chief Executive Officer,
Intergovernmental Relations Technical Committee,
3rd floor, Parklands Plaza, Muthithi Chiromo Junction.
P.O. Box 44880-00100
NAIROBI
Tel: 0799 101489
Email: info@igrtc.go.ke

The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel:+254(0)20 2270000/2303000
Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO