CUSTOMER SERVICE DELIVERY CHARTER.

ICT Authority

1

10 Working Minutes

Enquiries on services by ICT Authority

USER CHARGES - Nil

Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider

Person/directorate Reponsible - All Departments

2

10 Working Minutes

Customer Care

USER CHARGES - Nil

Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider

Person/directorate Reponsible - All Departments

Help desk

10 minutes (first level response) 30 minutes to 1 day for next level)

USER CHARGES - Nil

Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider

Person/directorate Reponsible - All Departments

3

5 Working Days

Response to correspondence/emails/ phone calls

Acknowledge letters within 5 days Consult and respond within 7- 14 days

USER CHARGES - Nil

Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider

Person/directorate Reponsible - All Departments

4

Tender/EOI/RFP opening & Closing

Opened immediately

USER CHARGES - Nil

Customer Obligations -To ensure the tender document in the tender box before closing and opening

Person/directorate Reponsible - Procurement Department

5

1 Working Day

Inspection of goods

USER CHARGES - Nil

Ensure they supply Goods as per the procurement specifications

Person/directorate Reponsible - Procurement Department

6

30 Working Days

Processing of suppliers payments

USER CHARGES - Nil

Customer Obligations - Submit all relevant support documents

Person/directorate Reponsible - All Departments

7

14 Working Days

Issuance of Business permit to expatriates seeking work in the ICT sector

USER CHARGES - Nil

Customer Obligations - Applicant to provide all necessary documents

Person/directorate Reponsible - Partnerships, Innovation & Capacity department

8

1 Working Day

Domain Registration

USER CHARGES - Nil

Customer Obligations - Official request and a duly filled form

Person/directorate Reponsible - Applications Department

9

Continuous

Domain management

USER CHARGES - Nil

Customer Obligations - Request for an update, migration or a new configuration

Person/directorate Reponsible - Applications Department

10

Website development

Domain management

USER CHARGES - Nil

Customer Obligations - Request for an update, migration or a new configuration

Person/directorate Reponsible - Applications Department

11

7 Working Days

Website hosting

USER CHARGES - Nil

Customer Obligations - Backup files of the Website

Person/directorate Reponsible - Applications/ Security Departments

12

7 Working Days

Training Web Masters

USER CHARGES - Nil

Customer Obligations - Official Request

Person/directorate Reponsible - Applications/ Departments

13

7 Working Days (depending on availability of resources)

Training Web Masters

USER CHARGES - As per the host in case of private hosting

Customer Obligations - Official Request

Person/directorate Reponsible - Applications/ Departments

14

30 Working Days

Systems Development/ identifying & reconfiguring applications to suit client depending on criticality

USER CHARGES - Nil

Customer Obligations - Official Request

Person/directorate Reponsible - Applications/ Departments

15

14 Working Days

Provide advisory services on acquisition/ development of systems & applications to MDAs

USER CHARGES - Nil

Customer Obligations - Official Request

Person/directorate Reponsible - Applications/ Departments

16

3 Working Days

Coordinate and conduct trainings to enhance the uptake of different applications

USER CHARGES - Nil

Customer Obligations - Submit all relevant support documents

Person/directorate Reponsible - All Departments

17

Continuous

Conduct audit of systems and applications in Government to ensure standards and procedures arefollowed

USER CHARGES - Nil

Customer Obligations - Scheduled

Person/directorate Reponsible - Applications & Standards Departments

18

Continuous

Promote and provide new ICT technologies awareness for government

USER CHARGES - Nil

Customer Obligations - Scheduled

Person/directorate Reponsible - Applications Departments

19

3 Working Days

Coordinate and provide technical support to end user of ICT systems solutions

USER CHARGES - Nil

Customer Obligations - Official request

Person/directorate Reponsible - Applications

20

30 Working Days

Review of ICT strategies for MCDAs

Within 90 working days after receipt of request, owing to stakeholder participation in some cases

USER CHARGES - Nil

Customer Obligations - Official request and timely facilitation of the process

Person/directorate Reponsible - Standards department

21

30 Working Days

Provision of automation survey services

30 working days after receipt of request

USER CHARGES - Nil

Customer Obligations - Official request and timely facilitation of the process

Person/directorate Reponsible - Applications department

22

5 Working Days

Accreditation of ICT Service Provider

USER CHARGES - Nil

Customer Obligations - Official request including all documents relevant to specific scheme as spelt out in the Standard

Person/directorate Reponsible - Applications department

23

7 Working Days

After completion of process

Recruitment

USER CHARGES - Nil

Customer Obligations - Recognisition of laws and policies that govern HR

Person/directorate Reponsible - Human Resource department

24

30 Working Days

Project Appraisals

USER CHARGES - Nil

Customer Obligations - Official request

Person/directorate Reponsible - Project Management Office

ENABLING CONNECTIVITY
Through NOFBI and County Connectivity Project we are enabling access to information.

ENABLING SERVICES
Easy, convenient and efficient access to government services by the citizenry

PARTNERING FOR GROWTH
Collaborating with local and international stakeholders for ICT adoption and use

ENFORCING STANDARDS
To ensure alignment and consistency of government ICT plans and processes at all levels

The ICT Authority is a State Corporation under the State Corporations Act 446
www.icta.go.ke