

**CUSTOMER SERVICE DELIVERY CHARTER**  
**MKATABA WA UTOAJIO HUDUMA KWA WATEJA**

	<b>SERVICE HUDUMA</b>	<b>TIMELINE MUDA</b>	<b>USER CHARGES MALIPO</b>	<b>CUSTOMER OBLIGATION WAJIBU WA MTEJA</b>	<b>PERSON/DIRECTORATE RESPONSIBLE MHUSIKA/KURUGENZI HUSIKA</b>
1	Enquiries on services by ICT Authority  Maulizo ya huduma za Mamlaka ya ICT	10 working minutes  Kwa muda wa dakika 10	Nil  Hakuna malipo	<ul style="list-style-type: none"> <li>- Voluntary visits/Calls/Emails</li> <li>- Matembezi ya hiari/simu/barua pepe</li> <li>- Provide correct information to service provider</li> <li>- Toa habari sahihi kwa wahudumu</li> </ul>	All departments  Idara zote
2	(a) Customer Care  (a) Mlahaka  (b) Help desk	10 working minutes  Kwa muda wa dakika 10  10 minutes first level response, 30	Nil  Hakuna malipo	<ul style="list-style-type: none"> <li>- Voluntary visits/Calls/Emails</li> <li>- Provide correct information to service provider</li> <li>- Voluntary visits/Calls/Emails</li> </ul>	All departments  Idara zote

	(b) Meza ya usaidizi	minutes to 1 day for next level  Dakika 10 kwa kiwango cha kwanza, dakika 30 hadi siku moja kwa kiwango	Nil  Hakuna malipo	-Provide correct information to service provider  - Matembezi ya hiari/simu/barua pepe - Toa habari sahihi kwa wahudumu - Matembezi ya hiari/simu/barua pepe - Toa habari sahihi kwa wahudumu	
3	Response to correspondence/Emails/Phone calls (a) Acknowledge letters (b) Consult and respond  Majibu ya barua/barua pepe na simu (a) Kuthibitisha kupokelewa kwa barua (b) Kushauriana na kujibu	5 working days  Siku 5 za kazi  5 days 7 - 14 days  Siku tano Siku 7 - 14	Nil  Hakuna malipo	-Voluntary visits/Calls/Emails  Matembezi ya hiari/simu/barua pepe provide correct information to service provider -Toa habari sahihi kwa wahudumu	All departments  Idara zote
4	Tender/EOI/RFP opening and closing	Opened immediately	Nil  Hakuna malipo	- To ensure the tender document in the tender box before closing and opening	Procurement  Kitengo cha ununuzi

	Zabuni/EOI/RFP kufunguliwa na kufungwa	Kufunguliwa mara moja		Kuhakikisha kuwa ombi la zabuni limo kwenye saduku la zabuni kabla ya ku	
5	Inspection of goods Ukaguzi wa bidhaa	1 working day Siku 1 ya kazi	Nil Hakuna malipo	Ensure they supply goods as per the procurement specifications  Hakikisha wamewasilisha bidhaa kulingana na masharti ya ununuzi	Procurement  Kitengo cha ununuzi
6	Processing of Suppliers Payments  Mchakato wa malipo kwa watoaji huduma na bidhaa	30 working days Siku 30 za kazi	Nil Hakuna malipo	Submit all relevant support documents  Wasilisha stakabadhi zote zinazohitajika	All departments Idara zote
7	Issuance of Business Permits to expatriates seeking work in the ICT sector  Utoaji wa vibali vya biashara kwa wageni wanaotafuta kazi katika kitengo cha ICT	14 Working days Siku 14 za kazi	Nil Hakuna malipo	Applicants to provide all necessary documents  Wasilisha stakabadhi zote zinazohitajika	Partnerships, Innovation and Capacity  Uhusiano mwema, uvumbuzi na uwezo
8	Domain Registration  Usajili wa uwanda	1 working day Siku 1 ya kazi	Nil Hakuna malipo	Official request and a duly filled form	Application  Maombi

9	Domain Management Usimamizi wa uwanda	Continuous Kuendelea	Nil Hakuna malipo	Request for an update, migration or a new configuration  Ombi la kutaarifiwa, ughuraji au miundo mipya	Application Maombi
10	Domain Management Usimamizi wa uwanda	Website development Ukuzaji wa tovuti	Nil Hakuna malipo	Request for an update, migration or a new configuration	Application Maombi
11	Website Hosting Huduma ya mtandao	7 working days Siku 7 za kazi	Nil Hakuna malipo	Back up files of the website Faili/Hifadhi mbadala za wavuti	Applications/Security Maombi/Ulinzi
12	Training Web Masters Mafunzo kwa wataalamu wa mtandao	7 working days Siku 7 za kazi	Nil Hakuna malipo	Official request Ombi rasmi	Application Maombi
13	Training Web Masters Mafunzo kwa wataalamu wa mtandao	7 working days (depending on availability of resources)	As per host in case of private hosting	Official request Ombi rasmi	Application Maombi

		Siku 7 za kazi kwa kutegemea uwepo wa raslimali	Kwa mujibu wa waandalizi ikiwa ni shirika la kibinafsi		
14	Systems Development/Identifying and reconfiguring applications to suit clients  Ukuzaji, utambuaaji na utayarishaji nyenzo zinazowafaa wateja	30 working days  Siku 30 za kazi	Nil  Hakuna malipo	Official request  Ombi rasmi	Application  Maombi
15	Provide advisory services on acquisition/Development of systems and applications to MDAs  Utoaji huduma ya ushauri kuhusu umiliki na ukuzaji mifumo na nyenzo kwa MDAs	14 working days  Siku 14 za kazi	Nil  Hakuna malipo	Official request  Ombi rasmi	Application  Maombi
16	Coordinate and conduct trainings to enhance the uptake of different applications  Kuratibu na kuendesha mafunzo ili kuimarisha uelewa na upokeaji wa nyenzo tofauti	3 working days  Siku 3 za kazi	Nil  Hakuna malipo	Submit all relevant support documents  Wasilisha stakabadhi zote muhimu	All departments  Idara zote
17	Conduct audit of systems and applications in government to	Continuous	Nil	Scheduled	Applications/Standards

	ensure standards and procedures are followed  Kutathmini mifumo na nyenzo serikalini ili kuhakikisha kuwa viwango vya ubora vinadumishwa na taratibu kuzingatiwa	Kuendelea	Hakuna malipo	Ilivyoratibiwa	Maombi/viwango vya ubora
18	Promote and provide new ICT technologies awareness for government  Kuihamasisha serikali kuhusu maendeleo na maarifa mapya ya mifumo ya ICT	Continuous  Kuendelea	Nil  Hakuna malipo	Scheduled  Ilivyoratibiwa	Applications  Maombi
19	Coordinate and provide technical support to end user of ICT systems solutions  Kuratibu na kutoa msaada wa kiufundi kwa watumiaji wa mifumo ya ICT	3 working days  Siku 3 za kazi	Nil  Hakuna malipo	Official request  Ombi rasmi	Applications  Maombi
20	Review of ICT strategies for MCDAs (Within 90 days after receipt of request owing to stakeholder participation in some cases  Ukaguzi wa mikakati ya MCDAs(Ombi rasmi pamoja na	30 working days  Siku 30 za kazi	Nil  Hakuna malipo	Official request and timely facilitation of the process	Standards  Viwango vya ubora

	stakabadhi muhimu kulingana na mahitaji na masharti yaliyowekwa)			Ombi rasmi na udhamini faafu wa mchakato	
21	Provision of automation survey services  Utoaji wa huduma huru za ukaguzi	30 working days after receipt of request  Siku 30 za kazi baada ya kupokelewa kwa ombi	Nil  Hakuna malipo	Official request and timely facilitation of the process  Ombi rasmi na udhamini faafu wa chakato	Applications  Maombi
22	Accreditation of ICT service provider  Uteuzi wa watoa huduma za ICT	5 working days  Siku 5 za kazi	Nil  Hakuna malipo	Official request including all documents relevant to specific scheme as spelt out in the standard  Ombi rasmi pamoja na stakabadhi muhimu kulingana na mahitaji na masharti yaliyowekwa	Applications  Maombi
23	Recruitment  Ajira	7 working days after completion of process	Nil Hakuna malipo	Recognition of laws and policies that govern HR  Utambuzi wa sheria na sera zinazotawala HR	HR  Kitengo cha uajiri

		Siku 7 za kazi baada ya kukamilisha mchakato			
24	Project Appraisals  Ukaguzi wa miradi	30 working days  Siku 30 za kazi	Nil  Hakuna malipo	Official request  Ombi rasmi	Project Management  Wasimamizi wa mradi

□

**ENABLING CONNECTIVITY  
KUWEZESHA UTANGAMANO**

Through NOFBI and County Connectivity Project, we are enabling access to information.  
Kupitia kwa NOFBI na mradi wa kauti wa kuwaunganisha watu, tunawezesha upataji habari.

**ENABLING SERVICES □**

**KUFANIKISHA HUDUMA**

Easy, convenient and efficient access to government services by the citizenry  
Njia rahisi, faafu na madhubuti ya kupata huduma za serikali.

**PARTNERING FOR GROWTH**

**UKUAJI KUPITIA UBIA**

Collaborating with local and international stakeholders for ICT adoption and use  
Ushirikiano na wadau wa humu nchini na wa kimataifa katika matumizi na makuzi ya ICT.

**ENFORCING STANDARDS**

**UTEKELEZAJI WA VIWANGO VYA UBORA**

To ensure alignment and consistency of government ICT plans and processes at all levels.  
Kuhakikisha uwiano, ulinganifu wa mipango na michakato ya serikali ya ICT katika viwango vyote.

**The ICT Authority is a State Corporation under the State Corporations Act 446**

***www.icta.go.ke***



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