



NATIONAL YOUTH COUNCIL

"Voice of The Youth"

CITIZENS SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS TO OBTAIN SERVICES	CHARGES	TIMELINES
Dissemination of the National Youth Policy and National Youth Council Act	Visit NYC website	Free	Immediate
	Participate youth/stakeholder forums		As scheduled by NYC
Advocacy/lobbying for youth inclusion and participation national development processes and decision making bodies	- Present a written submission to the Council	Free	Continuous
	- Fill youth skill inventory form provided on our website		
	- Participate in youth engagement forum to present your views		As scheduled by the NYC
Promotion of government programs/initiatives targeting youth	Visit NYC website	Free	Immediate
	Follow NYC on twitter and other online platforms		Immediate
	Visit NYC Offices		Immediate
	Call NYC office		Immediate
	Send enquiries through Email		2 days
	Participate in youth/stakeholder forums		As scheduled by NYC
Mobilize youth to participate in policy making and other government programs, events and activities	- Be aged between 18 - 35years - National identity card	Free	As scheduled by NYC
Response to General Enquiries and Feedback	- Call the Council - Visit the Council offices	Free	Immediate
	- Send an Email	Free	Acknowledge receipt within 2 days. Resolve enquiry within 5 -10 days depending on the nature
	- Write a letter	Free	
Payment of Invoices	invoice plus supportive documents	Free	30 days upon submission of Delivery Note.

Any service that does not conform to the above standards or any officer who does not live up to the commitment, courtesy and excellence in service delivery should be reported to:

The Commission Secretary/Chief Executive Officer
 Commission for Administrative Justice- 2nd floor West End Towers
 Opposite AghaKhan High School, Off Waiyaki way –Westlands
 P.O. BOX: 20414 00200 Nairobi
 Tel: +254 020 2270000/ 2303000/ 2603765/ 2441211/ 8030666
 Email: certificationpc@ombudsman.go.ke Website: www.ombudsman.go.ke

The Chief Executive Officer
 National Youth Council
 Bruce house 8th floor
 P.O Box 23677 00100 GPO Nairobi
 Tel: 020-2013920
 Email: ceo@nationalyouthcouncil.go.ke Website: www.nationalyouthcouncil.go.ke