



NATIONAL YOUTH COUNCIL

"Voice of The Youth"

CITIZENS SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS TO OBTAIN SERVICES		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	
Processing of Supplier Payments	invoice plus all supportive documents	Free	Within 30 days from receipt of all necessary supporting documents and delivery of goods and services
Responding to supplier Queries	Email Call the Council Visit the Council Offices	Free	Immediately Upon request via telephone calls or email
Financial Statements	Auditor Generals Website/Treasury Offices	Free	Quarterly and Annually as per statutory requirements

Feedback on interviews	Must have submitted application documents	Free	21 days from the interview
Safe working environment for both external and internal customers	open	Free	Continuous
Dissemination of research results	Visit NYC website Participate in Youth stakeholder forums Follow NYC on twitter and other online platforms	Free	Immediate or as scheduled by NYC
Registration of Youth Serving Organizations	Visit Council Offices Visit NYC website Send Email	Free	7 Days
Accreditation of Youth Serving Organizations	Visit Council Offices Visit NYC website Send Email	5000	21 Days

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.keWebsite:www.nationalyouthcouncil.go.ke