

PRIVATISATION AUTHORITY

Formerly,



CITIZENS' SERVICE DELIVERY CHARTER

CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
General information on the Privatisation Programme	<ul style="list-style-type: none"> Visit PA Offices or website, Send an email: info@privatisation.go.ke, call or write to the MD/CEO: Tel: +254 208696800/02 P.O. Box 34542 – 00100, NAIROBI 	Free	2 working days
Issuance of information on the privatisation process	<ul style="list-style-type: none"> Visit PA Offices or website, Send an email: info@privatisation.go.ke, call or write to the MD/CEO: Tel: +254 208696800/02 P.O. Box 34542 – 00100, NAIROBI 	Free	2 working days
GENERAL SERVICES			
Response to phone calls	<ul style="list-style-type: none"> Phone call 	Free	15 seconds
Response to enquiry by walk -in customers	<ul style="list-style-type: none"> Walk in and make the enquiry 	Free	1 minute
Response to public complaints and grievances	<ul style="list-style-type: none"> Make a complaint 	Free	1 working day
Resolution of Complaints	Make a Verbal or Written Complaint through <ul style="list-style-type: none"> In person at 10th Floor, Social Security House – Annex Email: complaints@privatisation.go.ke Tel: +254 208696800/02 P.O. Box 34542 – 00100 NAIROBI 	Free	14 working days
Response to Correspondence	Written correspondence (letters) to: Postal Address: P.O. Box 34542 –	Free	4 working days

CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
	00100, Nairobi.		
	<ul style="list-style-type: none"> Through email and social media Email: info@privatisation.go.ke X (Twitter): @PrivatizationKE	Free	1 working day
Registration of Suppliers	<ul style="list-style-type: none"> Dully filled application form Company profile Certificate of incorporation/registration. Pin Certificate Valid Tax compliance Certificate/exemptions Original bank statements Copy of certificate of registration with regulatory bodies Copies of annual return forms filled by company registry AGPO Registration Certificate for Special Groups National ID/Passport 	Free	14 Working days
Processing of tenders	<ul style="list-style-type: none"> Submit bids for goods and services Attend pre-bid meetings and be represented during open tenders opening sessions Accept and sign procurement contract awards 	Free	90 days
Notification of successful and unsuccessful bidders	<ul style="list-style-type: none"> Access e-procurement portal for notification Provide correct contacts for e-mail notifications 	Free	1 working day
Payment for goods and services received	<ul style="list-style-type: none"> LPO/Invoice/Certificate of completion/ Goods and services rendered. 	Free	Thirty (30) Days
Disposal of obsolete stores	<ul style="list-style-type: none"> Submission of bids in case of sale by public tender or by public auction 	Free	Sixty (60) Days from the date of advertisement
Recruitment of staff	<ul style="list-style-type: none"> Make formal application based on the advert 	Free	90 days
Processing of request for information	<ul style="list-style-type: none"> Make a request for information 	Free	21 days

Any service rendered that does not conform to the above standards or any Officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to:

Managing Director/CEO

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Social Security House (Annex) - 10th Floor, Bishops Road

P.O. Box 34542 – 00100, **NAIROBI**

Telephone: +254 20 8696800/02

Email: info@privatisation.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

Tel: +254 (0) 20 2270000/2303000

Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO