

NATIONAL AUTHORITY FOR THE CAMPAIGN AGAINST ALCOHOL AND DRUG ABUSE

RESOLVED CUSTOMER SERVICE DELIVERY CHARTER

VISION

A nation free from alcohol and drug abuse.

MISSION

To provide leadership on policy development, education, regulation of treatment and rehabilitation facilities, program development and management, and research coordination on matters pertaining to alcohol and drug abuse in Kenya.

OUR COMMITMENT

We are committed to serving you promptly with courtesy and excellence in service delivery.

Service	Customer Requirements	Cost	Duration
ENQUIRES Face to Face Telephone Written Communication	None None None	Free Free Free	5 Minutes By the 3 rd Ring Acknowledgement within 7 working days on receipt of letter
INFORMATION SERVICES Publications/IEC materials Website Resource Centre	Letter of request None None	Free Free Free	1 day Immediate During official working hours
Basic counselling and referrals on treatment, rehabilitation and aftercare	None	Free	45 Minutes to 1 Hour
24-hour free helpline service 1192 on drug addiction	None	FREE	Immediate*
TECHNICAL SUPPORT Trainings/Capacity building on ADA prevention, treatment, rehabilitation & aftercare Research on alcohol and drug abuse Advise on development of Alcohol and Drug Abuse Workplace policies for public and private sectors Advise on licensing of rehabilitation centers Enforcement on compliance to the Alcoholic Drinks Control Act, 2010 Accreditation and Licensing of treatment and rehabilitation facilities	Letter of Request or proposal	Depends on required Resources and scope. Each case on its own merit	7 working days on receipt of application
Certification Training Program for Addiction Professionals	Application	Kshs25,000 per phase	10 working days on receipt of application

*Depends on when a counselor concludes serving clients before an incoming call

HUDUMA BORA NI HAKI YAKO

Discuss unsatisfactory service with the staff member you first dealt with. If dissatisfied with the outcome, ask to be referred to a Senior Officer/Supervisor. Any service/good rendered that does not conform to the above standards or any Officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

Chief Executive Officer
National Authority for the Campaign Against Alcohol and Drug Abuse
NSSF Building, Block A, 18th Floor
P.O. Box 10774-00100-GPO NAIROBI
Tel.: +254 020 272 1997
Email: complaints@nacada.go.ke cc info@nacada.go.ke
Website: www.nacada.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
NAIROBI
Tel.: +254 020 2270000/2303000
Email: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke

NACADA endeavors to uphold our national values and principles of governance on human dignity; human rights; equality and equity; social justice and inclusiveness; non-discrimination and protection of the marginalized.