



Client Service Charter

Our Vision |Our Mission|Core Values|Our Mandate|Core functions|Objectives



Who we are
What we do
Our Vision
Our Mission
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Services Offered
Customer obligations
Our Commitment



NACADA
AUTHORITY
FOR A DRUG FREE NATION

Client Service Charter





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Introduction

The National Campaign Against Drug Abuse Authority is a state corporation established in 2007 vide Legal Notice 140 mandated to coordinate issues pertaining to alcohol and drug abuse in Kenya.

Our Vision

To be the lead organization in the campaign against alcohol and drug abuse in Kenya.

Our Mission

To provide leadership on policy development, education, regulation, management, programme implementation and research coordination on matters pertaining to drug and substance abuse in Kenya.



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Core Values

The National Campaign Against Drug Abuse Authority recognizes that having the right values will result in more efficiency, higher productivity, and better focus. The overriding principles guiding the Authority's value definition include:

i. **Loyalty and Patriotism.**

Will be faithful to commitments and obligations made and serve the country with passion and inspiration.

ii. **Professional integrity.**

Will strive to attain the highest standards in and service delivery and adhere to moral and ethical principles. Will strongly resist any temptation to induce the staff by improper means to violate their duties and responsibilities.

iii. **Innovation.**

The Authority will be driven by creativity and by seizing opportunities wherever and whenever they arise.

iv. **Accountability and Transparency.**

The Authority will always act accountably and in openness, in accordance to the duties that it owes to stakeholders, customers and the people of Kenya.

v. **Courage.**

Committed to act with the conviction of personal beliefs even in spite of criticism.



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Our Mandate

- a) To provide directly or in collaboration with other institutions, agencies or organizations, facilities for coordination of public education against drug abuse.
- b) To coordinate implementation of the National Action Plan on curbing drug abuse by the public especially the youth and children.
- c) To play an effective role in the development, setting up and expansion of rehabilitation centers for the rehabilitation of drug dependants.
- d) To prepare and maintain a register of licensed persons to offer expert advice on treatment and prevention services in the field of drug abuse.
- e) To liaise with relevant authorities in carrying out training or approving the training curriculum of trainers in the campaign against drug abuse.
- f) To advise on the best practices and discipline of licensed rehabilitation operators.
- g) To undertake research directly or in collaboration with other organizations or bodies in matters relating to control of drug abuse and chemical substances, as may be approved by the Board.



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Core functions

- a) Legal and policy framework on alcohol and drug abuse
- b) Public education against alcohol and drug abuse
- c) Coordination of all stakeholders in the field of alcohol and drug abuse
- d) Development of treatment and rehabilitation protocols for chemically dependent persons
- e) Licensing persons offering prevention and treatment services
- f) Setting quality standards on prevention and treatment
- g) Training of trainers on alcohol and drug abuse prevention and addiction treatment
- h) Developing curricula on alcohol and drug abuse
- i) Collating , processing, storage and dissemination of information on alcohol and drug abuse
- j) Research on alcohol and drug abuse
- k) Inter-sectoral collaboration and coordination
- l) Collaboration with international agencies and centres of excellence in the field of alcohol and drug abuse.



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Strategic Objectives

The Strategic Objectives of the Authority are to:

- a) To strengthen the capacity of NACADA Authority to coordinate alcohol and drug abuse (ADA) prevention in Kenya;
To develop a comprehensive alcohol and drug abuse prevention program so as to reduce the demand for alcohol and drug abuse; To strengthen control measures for alcohol and drug abuse supply suppression.
- b) To ensure quality treatment and rehabilitation for persons with substance use disorders (SUDs)
- c) To strengthen the quality of research on alcohol and drug abuse in Kenya;
- d) To strengthen the intersectoral coordination and collaboration amongst stakeholders.

Services Offered

- a) Public education and awareness
- b) Training of Trainers
- c) 24-Hour toll free helpline and referral services
- d) Resource Centre
- e) Provision of Information, Education and Communication materials
- f) Research on alcohol and drug abuse
- g) Advice on compliance with the Alcoholic Drinks Control Act, 2010.

Client Obligations

For effective and efficient service provision, the client is required to clearly state his / her request, in a language understood by the service provider either in Swahili, English or any other form of communication that is comprehensible. Customer cooperation is vital

Services	Customer obligations		Timeline for response
	Requirements	User charge	
Enquiries	None	Free	15 minutes
Response to written communication	None	Free	10 working days after receipt of communication
Public education and public awareness/ Requests for sensitization, Civil Society, Public Sector, Private Sector, Learning Institutions	Letter of request or proposal	Each case on its own merit; free or cost sharing	14 working days on receipt of letter or proposal
Basic counseling on alcohol and drugs and provision of information on drugs, treatment and rehabilitation through the 24-hour helpline	None	Free	5 minutes
Provision of printed IEC material	Letter of request	- Free (max 2 sets) - Production cost only for corporate clients requiring bulk	1 hour 1 day for bulk after payment/receipt of LSO
Training of trainers; for private individuals and public sector	Application	Kshs 40,000 per person	10 working days after payment
Baseline survey on alcohol and drug abuse	On request	Charges dependent on the number of locations and staff	10 working days upon receipt of LSO
Advice on compliance with the Alcoholic Drinks Control Act, 2010	Request	Free	10 minutes



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Our Commitment on Service Delivery

The organization is committed to providing timely service with courtesy, honesty, integrity and fairness through:

- a) Sensitization, training and empowerment of the general public and/or target groups on alcohol and drug abuse.
- b) Provision of resource center, website and IEC materials with information on alcohol and drug abuse.
- c) Referral and advice on counseling, treatment and rehabilitation services.
- d) Strengthening stakeholder participation in drug demand reduction and supply suppression efforts.
- e) Liaison with law enforcement agencies to curtail supply and access to alcohol and other drugs of abuse especially by vulnerable populations.
- f) Provision of professional advice to the District Alcoholic Drinks Regulation Committees, and the general public on compliance with Alcoholic Drinks Control Act, 2010.
- g) Facilitating communities to identify drug abuse problems and develop home grown solutions.

The Authority commits itself to:

- Attend to customers within 5 minutes of arrival at the offices.
- Respond to written correspondence within 10 working days upon receipt of correspondence.
- Treat all concerns with confidentiality.

NACADA Authority is an equal opportunity employer, gender sensitive, corruption-free and does not discriminate on race, religion and impairment.



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Complaints

Please discuss unsatisfactory service with the staff member you first dealt with. If dissatisfied with the outcomes, ask to be referred to a Senior Officer/Supervisor.

Kindly place your feedback, suggestions, comments and complaints in our suggestion box at the lift lobby on 18th floor or send to the Address below:

All complaints should be addressed to:

NATIONAL COORDINATOR
NACADA Authority
NSSF Building, Block A
Eastern Wing 18th Floor
P.O. Box 10774, 00100 GPO
NAIROBI.
Email: info@nacada.go.ke



**National Campaign Against Drug Abuse Authority,
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TEL +254 20 2721997,
Email:info@nacada.go.ke,
website:www.nacada.go.ke
24 hrs helpline number : 0800 72 00 33 / 1192**