

NACADA has in place the Customer Service Delivery Charter and the Complaints Handling Procedures in efforts to address dissatisfaction arising out of our services as outlined below:



CUSTOMER SERVICE DELIVERY CHARTER

At the **National Authority for the Campaign Against Alcohol and Drug Abuse**, we are committed to serving you promptly with courtesy and efficiency. This is our promise to you.

SERVICE	REQUIREMENTS TO OBTAIN SERVICE	SERVICE FEE (KSHS*)	TIMELINE
Serving Customers	Courtesy and respect	Free	Within 7 minutes
Access to Information			
Face to Face Enquiries	None	Free	Immediate
Telephone Enquiries	None	Free	Up to 3 rings
Correspondences	None		Acknowledgement within 7 days upon receipt
Suggestion box	None	Free	
Website	None	Free	Immediate. Visit www.nacada.go.ke
Official email info@nacada.go.ke	None	Free	Acknowledgement within 48 hours upon receipt
Social media platforms	None	Free	
Publications/IEC materials	None	Free	Immediate. Visit www.nacada.go.ke
Resource Centre	None	Free	Weekdays during working hours (Mon-Fri 8.00am to 5.00pm) excluding public holidays
Technical Services			
Research on alcohol and drug abuse- Baseline/ follow-up surveys	Letter of Request or proposal	Subject to contract guidelines	Acknowledgement and response with 7 working days. Services offered weekdays during working hours (Mon-Fri 8.00am to 5.00pm) excluding public holidays
Advise on development and implementation of ADA Workplace policies (Public & private sector organizations)	Letter of Request or proposal	Subject to contract guidelines	
Trainings/Capacity-building on ADA prevention, counseling, treatment, rehabilitation and aftercare (Public & Private Sector)	Letter of Request or proposal	Depends on required resources & scope. Each case on its own merit	
Basic counselling and referrals on treatment, rehabilitation and aftercare	None	Free	45 Minutes to 1 Hour
24-hour free Helpline service 1192: Counseling and referral services on alcohol and drug abuse	None	Free	Immediate*
Accreditation, advise, and licensing of treatment and rehabilitation facilities	None	Free	Acknowledgement and response with 7 working days
Licensing Alcoholic Drinks Importers and Exporters	Application	Depends on scope of operations	
Certification Training Program for Addiction Professionals (Three Phases)	Application	Kshs25,000/- per phase	
Enforcement on compliance to the ADCA, 2010 on alcohol and drug abuse	None	N/A	
Job or Attachment Application	None	N/A	
Payments for goods and services rendered	Relevant documents to support payments	N/A	
Procurement of goods and services	Relevant documents	As per PPRA	

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

Any service that does not conform to the above standards or any officer who does not live up to the above 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, Bishops Road; Annex 9th Floor
 P.O. Box 10774-00100 GPO NAIROBI
 Tel.: +254 020 272 1997, 2721993
 Email: complaints@nacada.go.ke / info@nacada.go.ke
 Website: www.nacada.go.ke

THE COMMISSION SECRETARY/CEO
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.

www.nacada.go.ke | @NACADAKenya | NACADA

NSSF Building Block A, 18th floor (Eastern Wing)
 P.O Box 10774-00100
 Nairobi Kenya

Telephone: +254 020 2721997
E-mail: info@nacada.go.ke

Need someone to talk to on drugs and alcohol?



COMPLAINT HANDLING PROCEDURE

HOW TO COMPLAIN

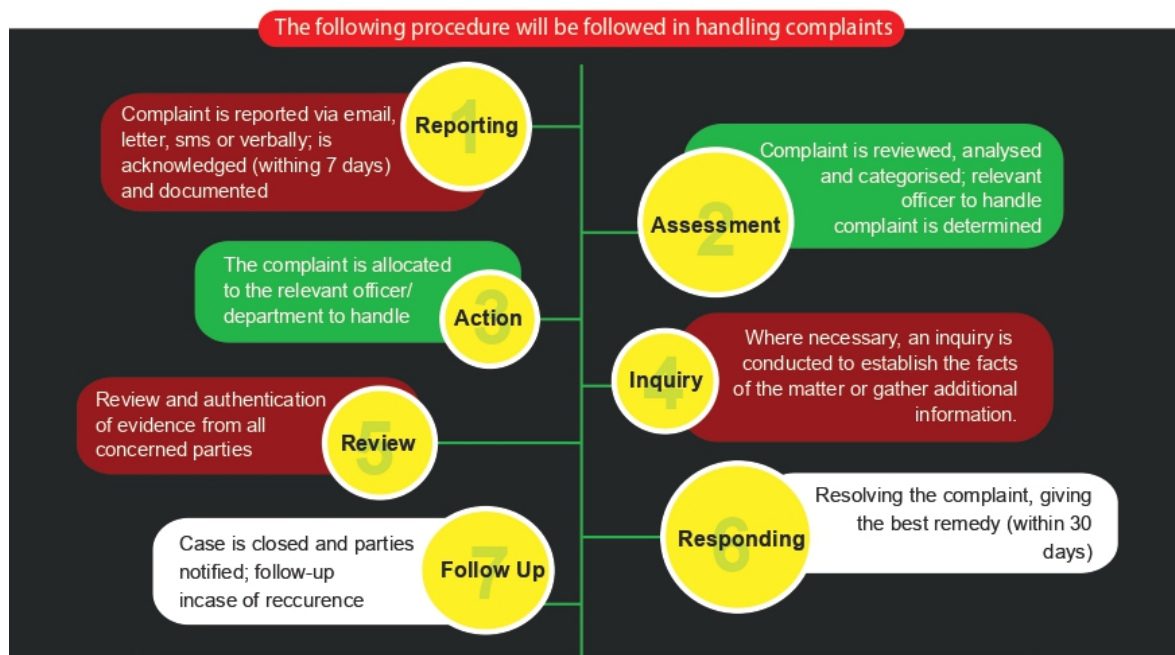
Where our services do not meet the standards that we have set, you may forward your complaint to us through the following channels:

- Verbally; you may ask to speak to the line manager for the service you are seeking.
- You may forward your complaint by email to ceo@nacada.go.ke or info@nacada.go.ke
- You may write a letter directly to the Chief Executive Officer.

COMPLAINT HANDLING PROCESS

1. We will acknowledge complaints and enquiries within seven (7) days of receipt.
2. We will acknowledge receipt of other disputes and complaints received through email, letters and related communication within seven (7) days.
3. We will make our decision known on any matter brought before the Board within 30 working days following the conclusion of investigations.

Every effort will be made to treat your complaint with utmost confidentiality.



COMPLAINT CHANNELS

All complaints should be forwarded to us through the following channels:

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National Authority for the Campaign Against Alcohol and Drug Abuse

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Tel.: +254 020 272 1997, 2721993

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Website: www.nacada.go.ke

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