

NACADA QUARTERLY

A PUBLICATION OF THE NATIONAL AUTHORITY FOR THE CAMPAIGN AGAINST ALCOHOL AND DRUG ABUSE

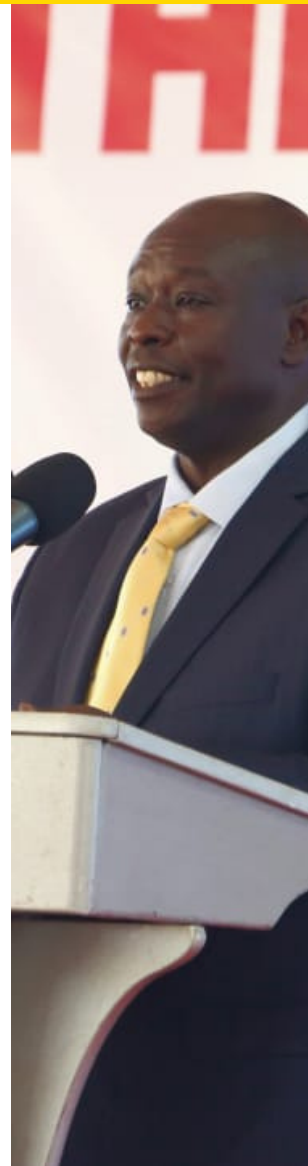
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Regional Forums to Address The Challenge of Alcohol and Drugs in The Country



The Deputy President of the Republic of Kenya, H.E Rigathi Gachagua addressing a host of government and law enforcement officers in a conference aimed at ending alcoholism and drug abuse in Nakuru on the 29th of May.

By Simon Mwangi

The Deputy President of the Republic of Kenya H.E Rigathi Gachagua has asked governors from various parts of the country to work with leaders and security officers in a bid to fight illicit, toxic alcohol and substance abuse.

He observed that illicit brew has become a threat to economic stability, the lives and health of the youth. He asked the governors to carry out an audit on the licenses issued to ascertain their status with a view to cutting down on illegal ones. The audit will also help to deal with the problem of alcoholism in the country.

The Deputy President spoke severally during conferences convened by his office on eradicating alcoholism, the manufacture and sale of illicit and toxic brew, drug and substance abuse in the country. He revealed that the government has intensified the campaign against the vice asking leaders, administrators and residents to support the renewed push to save the youth from the ills.

"In every 10 shops in a small trading centre, seven are bars and restaurants, selling during the day and the night. The governors should work with the members of the national administration to look into the licensing of the bars," he said.

As an immediate measure to curb the menace, The Deputy President called for the closure of all non-licensed distilleries in the country which have been identified as one of the sources of the harmful alcoholic drinks. "Those illegal distilleries operating in homes and behind shops must be shut," he said.

The DP also requested governors to urgently convene forums in their counties to come up with more effective preventive measures.

"We will not spare anyone who will stand in the way of rescuing our youth from being rendered unproductive and unable to make any contribution to the growth of our nation," he said.

The Deputy President also revealed that the Authority will be allocated more funds as it facilitates the fight against the negative effect of alcohol and drug abuse nationally.

He said the government will consider opening rehabilitation centres in every county to aid in the reintegration into society of those rescued. The DP said the vices have become too rampant to be treated lightly saying President William Ruto has issued firm instructions to ensure the menace was dealt with firmly.

"The war against the sale and consumption of Illicit brew, drug and substance abuse in the country must be won. It is a bid to save the country from sliding into drunkenness," he said.

So far Central, Eastern and The meetings were attended by Cabinet Secretaries, governors, MPs, senators, members of the national government administration and residents who agreed to support the government in the fight. Rift Valley regions have hosted the meetings which are expected to be conducted in all regions throughout the country.

Experiences of an intern at NACADA



Kelvin Mithamo, PSC intern placed at the policy and planning department during the interview being conducted by Maawiya Mohammed placed at corporate communications

By Maawiya Mohammed

Each year from 2019, the Public Commission [PSC] appoints a host of interns to the different government ministries, departments and agencies [MDAs]. These interns are deployed across the many branches of these MDA's countrywide. This year, PSC appointed 3902 interns. Eight got placed here at NACADA headquarters in Nairobi, me being one of them and having been placed at the Corporate Communication department.

So recently, I sat down with one of my fellow PSC intern here at NACADA in an interview and talked about the experience he has had in our stay here so far. We also touched on what he has learnt on the issue of alcohol and drug abuse. Kelvin Mithamo is his name. A fine and energetic gentleman. Placed at the Policy and Planning department, he is rearing to go.

On the morning of the interview, I arrived early, even before the hour hand on the clock hit 8 a.m. I sat down, took out my black-covered, NACADA branded notebook and studied the questions I had prepared the previous day. At exactly 8.25 I headed to my interviewee's department and after exchanging some pleasantries, we commenced the interview at 8.30 on the dot.

Here are the highlights of the interview, in his own words.

On how he feels being placed at NACADA.

It is a privilege to be here. Very friendly officers and staff that are willing to assist you anytime, so there is a high chance we will learn. You also get the experience of working in a corporate environment by being here.

On why he thinks NACADA is the best place to be as an intern.

Whatever work you are given here, you will have to do at your level best since the bar is set high in terms of output and quality. This will gradually make you improve and become the best at what you do. We all want to be the best in what we do after we finish our internship and being here guarantees that, so that is one reason. Another reason is, as I said earlier, the officers and staff here are friendly and ready to help in your growth.

On what they do at the Policy and Planning department and how it serves the general mandate of the organization, that is NACADA.

At Policy and Planning we mostly deal with the formulation and implementation of the organization's plan. We also coordinate the efforts of the organization in its fight against alcohol and drug abuse. So we come up with plans in partnership with the national and county governments and other stakeholders in order to mitigate the abuse of alcohol and drug abuse.

On NACADA's vision; for a nation free from alcohol and drug abuse.

1. Why he thinks we as a country should strive to achieve this.

Alcohol and drug abuse affects a lot of youths who are the future of this great country. They are the people who will be tasked with building the country in the near future. If they get into the vices of alcohol and drug abuse then their ability to be innovative and take this country forward will be limited. Simply put, the future of this country rests on the broad shoulders of the youth. And it is also the same with the others who are not youths. We need them for now. We need them performing at their best. If the workforce that is there now is free from the abuse of the alcohol and drugs then the present affairs of the country will be in a better position.

2. On where he thinks we will be as a country when the issue of alcohol and drug abuse is tackled completely.

The country will be in a much better position economically, socially and spiritually. We will be prospering on all fronts.

On what he thinks about the job that NACADA has done so far.

If you were to observe the impact that it has had, then there will be no doubt whatsoever that NACADA has done a great job. It has been able to sensitize the masses on the dangers of alcohol and drug abuse. It has done this through campaigns reaching out to schools, other institutions and the general public. It has also shown how to care for those heavily affected by working with private and public rehabilitation centres to properly exculpate and care for them. NACADA also have their own rehabilitation centre in Miritini.

On NACADA's core values; compassion, integrity, professionalism, equity, courage, creativity and innovation.

Why he thinks these values are important when delivering services here at NACADA.

When dealing with the issue of alcohol and drug abuse, these values are important because lives, economies, futures and a lot more are at stake. So these values help and guide all the staff here in their work and help them produce fantastic output quality wise. These values also enable us to be more human and show empathy when dealing with those affected by alcohol and drug abuse.

On how he will contribute to the organization's objectives during his one year stay here.

By being involved in the policy and planning department. By always trying to find new ways to improve myself and the organization. By being part of the team that will assist people no matter what.

On what they do at the Policy and Planning department and how it serves the general mandate of the organization, that is NACADA.

PSC interns placed at NACADA headquarters in pictures



Naomi Kuria, Counselling and Rehabilitation



Cleophus Onyango, HR and Admin



Juliet Wanjiku, Procurement/Supply Chain



Kelvin Mithamo, Research, Policy and Planning



Roney Mawira, Accounts and Finance



Janet Kavanda, Accounts and Finance



Maawiya Mohammed, Corporate Communications

35th Edition of The International Day Against Drug Abuse and Illicit Trafficking (IDADA)



The State Department for Interior and National Administration Principal Secretary, Dr Raymond Omollo cuts the ribbon to launch three crucial documents

By Simon Mwangi

The Authority commemorated the 35th International Day Against Drug Abuse and Illicit Trafficking (IDADA) at the Bomas of Kenya on June 26th.

The State Department for Interior and National Administration, Principal Secretary (PS), Dr. Raymond Omollo, stated that IDADA commemoration provides nations with an opportunity to reflect on the negative effects of drug trafficking and abuse in the community.

The PS also echoed this year's theme "People First: Stop Stigma and Discrimination," strengthening prevention as it focuses on the importance of treating people who abuse drugs with respect.

"In today's world, kind words, empathy, care, and support will go a long way in mending broken hearts and dreams," he said.

Omollo added that according to the World Drug Report published by the UNODC in 2022, about 284 million people, the majority of whom are men, have used drugs in their lifetime.

He also noted the shift from traditional substances to new psychoactive substances, synthetic drugs, and the non-medical use of pharmaceutical drugs as they are affordable and easily accessible.

The PS added that the recently launched National Survey on the Drug Situation by NACADA estimated that 1 out of 6 Kenyans aged 15 to 65 are currently using at least one substance.

At the same time, Omollo stated that the Ministry, through NACADA, had designed several programs that seek to respond to the challenge of drug abuse in the country. He also urged the county Governments to appreciate the responsibilities vested on them by the constitution on issues of drug control.

The PS acknowledged the work of Civil Society Organisations as a key role in addressing the challenges of drug abuse, particularly in advancing prevention programs, treatment, and rehabilitation.

NACADA Board of Directors Chairperson Dr Stephen Mairori stated that the day provides an opportunity to take stock of the gains realized, outline challenges encountered, and collectively chart a way forward in the fight against drug abuse and drug trafficking.

Mairori added that in response to the growing challenge of alcohol and drug abuse in the country, NACADA, as the lead agency, has instituted a multi-sectoral approach that endures the participation of all key stakeholders who are drawn from the public sector, faith-based organizations, and other Civil Society Organizations

“This approach is in cognizance of the fact that the challenge of alcohol and drugs cannot be handled by one single Agency owing to their multifaceted features and complexities that cut across all sectors,” Mairori said.

Mairori noted that while NACADA has received support from partners, it is never enough, and the drug problem both at the national and global levels is complex, hence the need for a vibrant and all-inclusive campaign.

He called for more partnerships and engagements at all levels in order to reach out to society on matters of drugs.

“I therefore call for more collaboration, engagement, and partnership at all levels. I invite all like-minded persons and organizations to partner with us in reaching out to all in society,” Mairori stated.

NACADA Acting Chief Executive Officer, Prof. John Muteti, said that there are new emerging substances that are potent and easily available, posing danger to people’s health and general wellbeing.

Muteti said that they are implementing key programmes aligned to international standards on prevention, treatment, and rehabilitation.

Muteti also stated that they are also working with other agencies to enhance enforcement and compliance, develop key policy documents, and propose appropriate legislation.

IDADA in pictures



World Drug Report sheds light on the Africa Drug Situation



By Caroline Kahiu

"The World Drug Report 2022 has been released, shedding light on the global drug landscape and its implications for Africa. While the report touches on numerous drug-related concerns, one cannot ignore the pressing issues specific to the African continent.

One of the most concerning aspects highlighted in the report is the rising trend of drug trafficking through Africa. The continent's strategic location between drug-producing regions in Latin America and drug-consuming markets in Europe and Asia makes it a hotbed for transit routes. Criminal networks are taking advantage of weak border controls, corruption, and political instability, using Africa as a stepping stone for their illicit trade. This influx of drugs not only fuels addiction and health crises but also contributes to increased violence and organized crime, posing a significant threat to the continent's security.

Furthermore, the World Drug Report 2022 points out the surging consumption of illicit substances within Africa itself. Drug abuse rates are escalating rapidly, particularly among vulnerable populations such as youth and marginalized communities. The lack of adequate prevention and treatment facilities further compounds the problem, leaving individuals without the necessary support to overcome addiction. As a result, the burden on healthcare systems increases, diverting resources away from other pressing health issues.

Another alarming concern is the rise of synthetic drugs in Africa. These substances, often designed to bypass traditional drug laws, pose unique challenges for law enforcement and health authorities.

The rapid emergence of new synthetic compounds makes it difficult to regulate and control these substances, putting communities at risk of unanticipated health consequences.

Moreover, the World Drug Report 2022 sheds light on the gender dimension of the drug crisis in Africa. Women involved in the drug trade often find themselves in vulnerable situations, facing exploitation and violence. Female drug users also experience unique stigmatization and barriers to accessing treatment and support services.

In conclusion, the World Drug Report 2022 serves as a wake-up call for Africa to prioritize its efforts in combating the burgeoning drug crisis within and beyond its borders. To address these concerns effectively, African nations must strengthen regional cooperation, invest in comprehensive drug prevention and treatment programs, and enhance law enforcement capacities to combat drug trafficking. Additionally, addressing the social and economic root causes of drug abuse, such as poverty and unemployment, will be essential to curb the demand for illicit substances.

Failure to take decisive action risks jeopardizing Africa's hard-won progress and diverting attention away from crucial development goals. The time to act is now!

The Changing Landscape of Drug Supply



By Abigael Wachira

"In this digital age, the illicit drug market has undergone a significant transformation with the advent of the Dark Web and the widespread use of social media platforms. These platforms have provided new avenues for drug suppliers to connect with consumers thereby presenting unique challenges for law enforcement around the world.

The Dark Web refers to the part of the internet that is not indexed by traditional search engines and which requires special software such as Tor, to access. It offers users a level of anonymity that traditional online platforms lack, making it an attractive hotbed for illicit activities including drug trafficking. According to an UNODC report, the Dark Web has witnessed a significant increase in drug-related transactions over the past few years. In 2022 alone, an estimated 20% of global drug sales amounting to billions of dollars occurred on the Dark Web.

The Dark Web's utilization of cryptocurrencies, such as Bitcoin, Ethereum, and Monero, has further facilitated anonymous transactions. Cryptocurrencies provide a secure and decentralized payment system that helps protect the identity of buyers and sellers. As per the UNODC report, approximately 90% of transactions on the Dark Web are conducted using cryptocurrencies. This shift towards digital currencies in the illicit drug trade has further complicated law enforcement efforts and in the end making it more challenging to trace and disrupt the flow of funds in the drug trade.

The proliferation of social media platforms has also had a part to play in the growth of the illegal drug trade. Social media has now become a breeding ground for drug supply networks. Popular platforms such as Facebook, Instagram, and Snapchat provide discreet channels for drug suppliers to connect with potential customers. The UNODC report also indicates a rise in the use of social media for drug-related activities with an estimated 15% of drug transactions occurring through these platforms.

Albeit with a few challenges, law enforcement agencies play a crucial role in combating the illicit drug trade on the Dark Web and social media platforms. Governments should provide adequate resources and training to empower law enforcement to effectively monitor, investigate, and apprehend individuals involved in these digital drug supply chains. Technology companies should also take a proactive role in developing and implementing robust solutions to identify and remove drug-related content on social media platforms. The development of advanced algorithms and artificial intelligence tools can aid in detecting and reporting suspicious activities related to drug supply. Collaboration between tech companies

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Authority To Work Closely With Second Lady in Treatment and Rehabilitation



H.E. Pastor Dorcas Gachagua during a feeding program for persons with SUDs at Reachout Centre, Mombasa

By Simon Mwangi

The Second Lady Pastor Dorcas Rigathi has promised to promote the rehabilitation of persons in substance use disorders in Mombasa County who have voluntarily accepted to seek assistance. Pastor Dorcas said this while visiting the Miritini Treatment and Rehabilitation Center and drug dens in Mombasa. She interacted with addicts in the Shimanzi area.

"We need to treat and reintegrate them back in society and I can tell you I will push and do what I can to make sure we have a better generation in the future," she said. When I see you people, I see the future of this nation."

The persons in recovery promised to reform once taken through the rehabilitation process. She expressed confidence that the government will win the fight against drugs and substance abuse.

"We are going to win. The problem we had before is that we did not have government goodwill. But this time round you have seen the efforts of the President, the Deputy President and everyone else," she said

Pastor Dorcas during the tour at the Miritini Treatment and Rehabilitation Centre promised to spearhead its renovation and expansion to accommodate more addicts.

"I call on all stakeholders to be part of the multi-sectoral response against alcohol and drug abuse, and dignify lives at the Coast and throughout the nation through partnerships with the Miritini Treatment and Rehabilitation Centre," she said.

The Looming Menace of Polydrug Use Among Kenya's Youth: A Call for Urgent Action



By Caroline Kahi

After the launch of the National Survey on the Status of Drugs and Substance Use in Kenya, 2022, I asked Mr. Morris Kamenderi, Principal Research Officer, “What will the situation be like in the coming years?” His response was, “Polydrug use” and I decided to put this article together to focus on the menace of polydrug use among the youth and what we could do to avert a polydrug use crisis in the coming years.

In recent years, Kenya has faced an alarming rise in polydrug use among its youth, and it is time for our society to acknowledge the severity of this issue and take immediate action. Polydrug use, the simultaneous consumption of multiple drugs, has become a dangerous trend that poses significant risks to the health, well-being, and future of our young population.

One of the most pressing concerns related to polydrug use is the serious health risks it presents. When young people mix different drugs, they subject themselves to unpredictable interactions that can lead to severe adverse effects. The consequences can be dire, ranging from overdose and organ damage to mental health disorders and even fatal outcomes.

Moreover, polydrug use significantly increases the likelihood of drug dependency. As young individuals experiment with multiple substances, they develop tolerance, requiring higher doses to achieve the desired effects. This vicious cycle of dependency and addiction can trap them in a downward spiral, making it challenging to break free from the clutches of drugs.

Academic and personal development also suffer greatly as a result of polydrug use. Young people engaging in this dangerous behavior often experience impaired cognitive functioning, leading to difficulties in memory retention, decision-making, and problem-solving. This impedes their educational progress, reducing their chances of reaching their full potential and contributing positively to society.

The socioeconomic impact of polydrug use cannot be overlooked either. The diminished productivity and increased healthcare costs associated with substance abuse place a significant strain on the economy. Moreover, when young people are unable to fulfill their potential due to drug abuse, the nation loses out on the valuable contributions they could have made to various sectors.

Another alarming consequence of polydrug use is the link between substance abuse and crime rates. As individuals seek ways to finance their drug habits, they often turn to illegal activities, perpetuating a cycle of criminal behavior. This not only jeopardizes public safety but also places an additional burden on law enforcement agencies already grappling with numerous challenges.

Furthermore, the lack of adequate treatment resources for those struggling with polydrug use further exacerbates the issue. Kenya already faces difficulties in providing comprehensive support for individuals battling substance abuse. Polydrug use requires specialized interventions to address the complexities of multiple drug dependencies, making it even more challenging to reach those in need of help.

To combat this grave concern, we must implement effective drug prevention programs in schools, focusing on raising awareness and empowering our youth to make informed choices. Additionally, we must invest in expanding access to quality treatment services and facilities to provide the necessary support for those already caught in the web of polydrug use.

We all share the responsibility of safeguarding our youth from the perils of polydrug use. By working together, we can create an environment that promotes healthy alternatives, empowers our young generation, and protects them from the pitfalls of substance abuse. Let us unite against polydrug use, for the sake of our youth and the prosperity of our beloved Kenya.

BACKGROUND INFORMATION

NATIONAL SURVEY ON THE STATUS OF DRUGS AND SUBSTANCE USE IN KENYA

A five-year survey conducted to assess the trends of Drugs and Substance Use (DSU) programming indicators.

The survey evaluates the effectiveness of drugs and substance use demand and supply reduction programs implemented in the last 5-years.

The findings of this survey are used to inform evidence-based policies and programs for the next 5-year programming phase.



REPORT OF THE NATIONAL SURVEY ON THE STATUS OF DRUGS AND SUBSTANCE USE IN KENYA 2022

RELEASED FRIDAY MAY 12, 2023

Drinking To Drown Our Sorrow



By Abigael Wachira

As the nation's youth face limited employment opportunities, financial strain, and the pressure to succeed, an alarming trend has emerged with an increasing number of young people turning to alcohol as a coping mechanism. The 2022 National Survey on the Status of Drugs and Substance Use in Kenya established that alcohol continues to be the most widely abused substance in Kenya.

Among the substances that are harming our youth are widely available illicit spirits and legitimately marketed alcohol such as beer and whisky. This is because of the prevalence of counterfeits and other inferior alcohol types on the market which are relatively cheap and so the youth can afford them.

The desire to fit in, gain acceptance, and momentarily escape their economic hardships can make alcohol an appealing choice. The economic crisis has disproportionately affected vulnerable communities, pushing more Kenyan families into poverty. Growing up in financially precarious environments, young people may lack stable support systems, access to education and basic necessities. The resulting economic insecurity and deprivation can lead to increased susceptibility to alcoholism as a form of self-medication and escape. Moreover Kenya's youth often face immense societal pressure to succeed academically and financially. The economic crisis adds to this pressure, as expectations to provide for themselves and their families intensify.

Inadequate awareness efforts and restricted access to mental health and addiction treatment services increase Kenya's youth alcoholism epidemic. Individuals are typically discouraged from getting help because of the stigma associated with mental health difficulties and substance abuse, continuing a cycle of addiction and social marginalization. Furthermore, drug abuse, criminality, violence, sexuality, and poverty have taken control of the situation, exacerbating an already dire situation.

Addressing this issue requires a multifaceted approach involving various stakeholders, including the government, educational institutions, healthcare providers, and community organizations. Efforts should focus on providing accessible mental health support, raising awareness about the risks of alcohol abuse, promoting alternative coping mechanisms, and creating economic opportunities for the youth. By prioritizing the well-being and empowerment of young individuals, Kenya can strive towards a healthier and more prosperous future for its youth and the nation as a whole.

Authority conducts an ADA Roadshow in Embu County



Residents of Ishiara town in Embu County, pay close attention to the MC while also receiving support materials during one of the roadshow days

By Maawiya Mohammed

The Authority held a roadshow event in Embu County for seven days ahead of the Madaraka Day celebrations 2023. From the 26th of May to the 1st June this year, the organization's roadshow truck went around Embu sensitizing the residents on the dangers of alcohol and drug abuse. The event was packed with a lot of entertainment as well as important information on the need to be sober and free from the shackles of the monster that substance abuse is.

The roadshow was kicked off on Saturday the 27th of May at the Central Business District (town) where the crew on board the ship, well the truck in this matter, introduced themselves to the hugely anticipating crowd. The crew identified themselves as having come from NACADA, the work that the organization does and the reason as to why they had invaded the winsome people of Embu County.

Aside from the five bits of information that formed the core part of the message being relayed to the residents throughout the entire roadshow, each had a topic or theme of its own. The first day was about introducing the organization and the work it does.

The second day which was on Sunday the 27th, was about warning the residents on the harmful effects that alcohol and drug abuse hold on the body. Just like the first day, the truck was in the CBD and its environs.

On the third day the roadshow proceeded to Siakago and Kiritiri towns.

There, the residents were talked to about the effects that drug abuse has on the family relationships and how it can destroy it.

On the fourth day the truck found its way to Ishiara and Runyenjes towns. A local MC was brought on board to speak to the residents in 'Kiembu'. The topic for the day was the diseases that cigarette smoking and excessive consumption of alcohol causes. The crew focused on the carcinogenic nature of cigarettes and liver cirrhosis in this case. The last day was about marking the World No Tobacco Day. The residents were urged to grow more food to limit the production of tobacco.

Throughout the roadshow the residents were treated to some delightful music. The playlist consisted mostly of music in the local language and some bangers from artists like Diamond. A song that was played throughout the roadshow and that helped with the message of putting an end to alcohol and drug abuse was 'SAREE MADREE' by Erastus Mbuva. The residents definitely had a good time while also getting sensitized on the dangers of alcohol and drug abuse. They promised to make it their concern to helping the nation and the organization put an end to the draw back.

Embu Roadshow in Pictures





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:

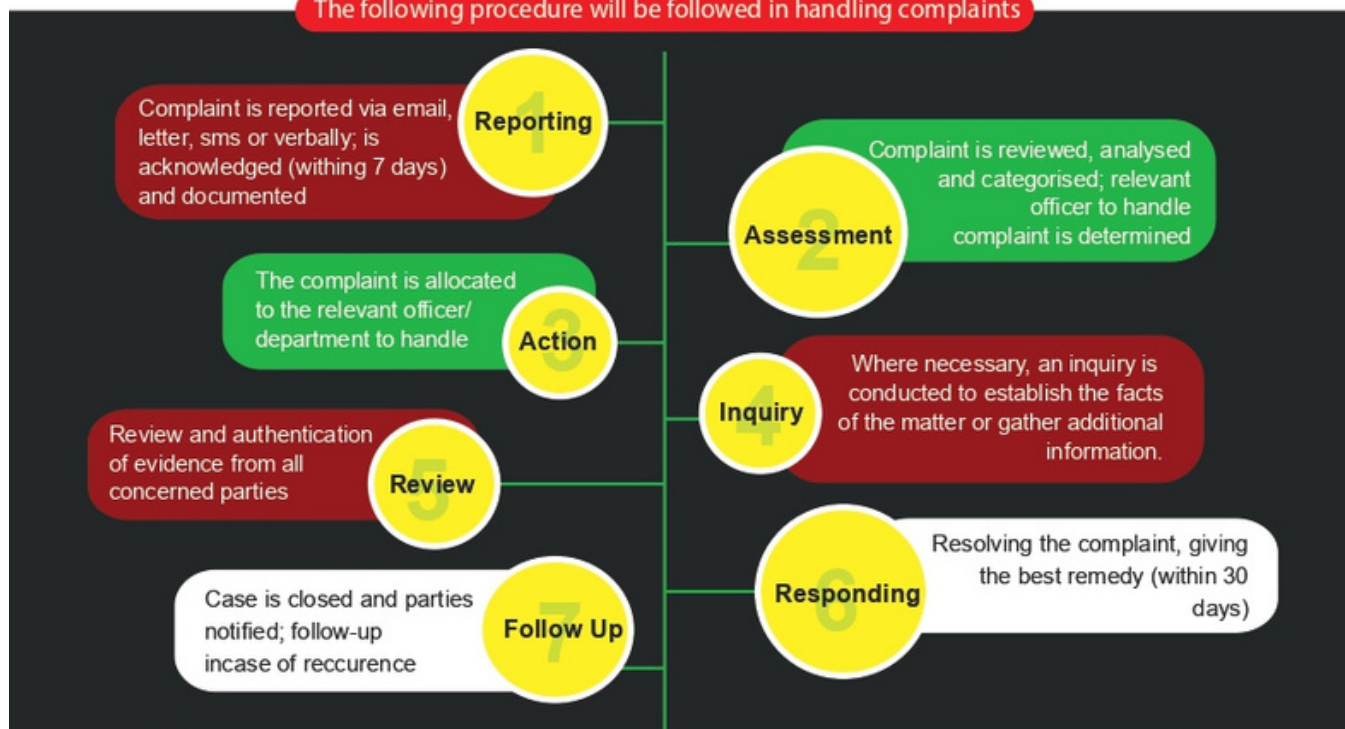
- Verbally; you may ask to speak to the line manager for the service you are seeking.
- You may forward your complaint by email to ceo@nacada.go.ke or info@nacada.go.ke
- You may write a letter directly to the Chief Executive Officer.

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.

The following procedure will be followed in handling complaints



COMPLAINT CHANNELS

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

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, 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



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	Free	Acknowledgement within 7 days upon receipt
Suggestion box	None		
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	Immediate. Visit www.nacada.go.ke
Publications/IEC materials	None	Free	Weekdays during working hours (Mon-Fri 8.00am to 5.00pm) excluding public holidays
Resource Centre	None	Free	
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?

TOLL FREE HELPLINE 1192



MKATABA WA HUDUMA KWA WATEJA

Katika Halmashauri ya Kitaifa ya Kupambana na Matumizi Mabaya ya Pombe na Dawa za Kulevya, tumejitolea kukuhudumia kwa heshima, uaminifu na uadilifu. Hili ndilo ahadi letu.

HUDUMA/BIDHAA	MAHITAJI YA KUPATA HUDUMA/BIDHAA	GHARAMA ZA HUDUMA AU BIDHAA	RATIBA YA WAKATI MUDA
Kuhudumia wateja	Uadilifu na heshima	Bure	Ndani ya dakika saba
Kuuliza swali	Tumia vituo vinavyostahili- Ziara ya kibinafsi	Bure	Ndani ya dakika saba
	Piga simu nambari 020-2721997	Bure	Kufikia mlio wa tatu
	Barua pepe info@nacada.go.ke	Bure	Kwa siku saba baada ya ombi
	Masanduku ya maoni	Bure	Kwa siku saba baada ya ombi
	Barua kupitia Afisa Mkuu Mtendaji	Bure	Kwa siku saba baada ya ombi
Vitabu na vifaa vya kuelimisha	Barua ya maombi	Bure	Kwa siku saba baada ya ombi
HUDUMA ZA TAARIFA			
Tovuti www.nacada.go.ke	Muunganisho wa mtandao	Bure	Papo hapo
Mitandao ya Kijamii	Muunganisho wa mtandao	Bure	Jibu kwa masaa 48 baada ya kupokea ombi
Kituo cha Rasimili za Kielimu	Hakuna	Bure	Jumatatu hadi juma kwa masaa za kazi
HUDUMA ZA KITAALAMU			
Utafiti kuhusu utumiaji mbaya wa pombe na dawa za kulevya	Barua ya maombi au pendekezo	Inategemea mahitaji na nafasi iliyoko. Kila jambo litashughulikiwa inavyostahili	Jumatatu hadi juma kwa masaa za kazi
Mafunzo maalum ya kudhibiti uraibu wa pombe na dawa za kulevya			
Ushauri na utungaji wa sera kazini kuhusu pombe na dawa za kulevya			
Ushauri kuhusu leseni ya vituo vya kurekebisha uraibu			
Kuhakikisha Utekelezaji wa Sheria za Uzuiaji wa Vileo, wa 2010 (ADCA, 2010)			
Kuhakiki na kutoa leseni kwa vituo vya kurekebisha uraibu			
Ushauri wa kimsingi unaohusu uraibu na maelezo kuhusu matibabu	Hakuna	Bure	Dakika 45 hadi saa 1
Mafunzo ya Kitaalamu kwa Wasomi wa Uraibu (Certification Training)	Barua ya maombi au pendekezo	Shilingi 25,000/- kila awamu	Majibu siku saba baada ya kupata ombi
Simu ya Msaada, 1192 (Hupatikana masaa 24)	Hakuna	Bure	Wakati huo huo*
Maombi ya Kazi	Hakuna	Bure	Kwa siku saba baada ya kupata ombi
Kutoa huduma na uuzaji bidhaa		Kulingana na Public Procurement & Disposal Act, 2005, and Regulations 2006	Kwa siku saba baada ya kupata ombi
Malipo ya bidhaa na huduma zilizotolewa	Kabithi hati ya malipo iliyotiwa sahihi	Kulingana na Public Procurement & Disposal Act, 2005, and Regulations 2006	Kwa siku saba baada ya kupata ombi

*Itategemea kupatikana kwa mshauri kukamilisha huduma kwa wateja waliotangula. Masaa za kazi: Jumatatu hadi juma, saa mbili asubuhi hadi saa kumi na moja jioni. Iwapo bado hujaridhika, uliza uhudumiwe na msimamizi wake. Kwa maoni, malalamiko au mapendekezo, wasiliana nasi kupitia anwani zifwatazo.

Afisa Mkuu Mtendaji
NACADA
Jengo la NSSF, Block "A", 18th Floor
S.L.P. 10774 - 0100 Nairobi
Simu: 020-2721997, 2721993
Barua Pepe: info@nacada.go.ke
Tovuti: www.nacada.go.ke

Katibu Wa Tume/Afisa Mkuu Mtendaji
Tume Ya Utawala Wa Haki
Jengo la West End Towers Gorofa ya 2, Barabara ya Waiyaki
S.L.P. 20414 - 00200 Nairobi
Simu: +254 020 272 1997
Barua pepe: complain@ombudsman.go.ke
Tovuti: www.ombudsman.go.ke

NACADA inajitahidi kutekeleza maadili yetu ya Taifa na kanuni za utawala katika hadhi ya binadamu, haki za binadamu, usawa, haki za kijamii na kushirikisha mashirika yasiyo ya ubaguzi na ulinzi wa wanyonge.

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