



SERVICE DELIVERY CHARTER

	Service Rendered	Requirement	User Charges	Timeline
1.	Attending to visitors	Clarity and Courtesy	Free	Within 2 minutes of arrival
2.	Receiving of incoming calls	Clarity and Courtesy	Free	Within 3 rings
3.	Response to enquiries	Submit inquiry through various channels (Phone, Email, Depot Offices, Customer feedback form or suggestion box)	Free	Within 2 days
4.	Payment of our suppliers	Timely Invoices	Free	Within 2 months or as per agreed credit periods
5.	Complaint- Compliment Acknowledgement	Submit complaint through various channels (Phone, Email, Depot Offices, Customer feedback form or suggestion box)	Free	Within 1 day
6.	Feedback on complaint	Submit a complaint verbally or in writing through our phones or email contacts	Free	Within 2 days
7.	Pre-qualification & Registration of our office suppliers	Be a registered business Participate in pre-qualification exercise Submission of all the requisite documents	Free	Feedback within 3 months from date of advertisement for prequalification.
8.	Registration of trading partners to supply trading goods	Be a local manufacturer or trader Submit a letter expressing interest to trade with KNTC, attached with company profile and business registration documents.	Free	Feedback within 2 weeks
9.	Inquiry for Supply of Goods	Request for proforma invoice/pricing	Free	Feedback/Quotation given within 1 day

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitments, courtesy and excellence in service delivery should be reported to:-

The Managing Director
Kenya National Trading Corporation
P.O. Box 30587 - 00100

KNTC Complex, Yarrow Road, Off Nanyuki Road,
Industrial Area, Nairobi.
Tel: +254(020) 2430824/0861 or 0714563911
E-mail: kntc@kntc.go.ke Website: www.kntc.go.ke

Complaints not resolved within timelines by the Corporation on submission to the Managing Director can also be re-directed to the following contact for determination:-

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