

S/NO	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENT (s)	COST OF SERVICE	TIMELINES
1	Response to phone call (landlines or any other official line)	Phone Call	Free	15 Seconds
2	Response to inquiry by walk - in clients	Walk - in and make the enquiry	Free	1 minute
3	Response to correspondences	Written correspondences(letters) Email and social media (WhatsApp, Facebook, Twitter & YouTube)	Free Free	5 days 1 day
4	Response to public complaints and grievances against the commission	Make a complaint	Free	1 day
5	Resolutions to complaints against the commission	Make a verbal or written complaint	Free	14 days
6	Registration of suppliers	Duly filled application form, Company profile, Certificate of Incorporation/Registration, PIN certificate, Valid Tax Compliance Certificate/Exemptions, Original Bank Statements, Copy of Certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, Copies of annual return forms filled by company registry, National ID/Passport	Free	14 days
7	Processing of tenders	Submit bids for goods and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment of goods and services received	L.P.O/Invoice/Certificate of completion/Goods & Services received	Free	60 days
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the day of the advertisement
11	Public participation in policy - making process	Familiarization with issues and active participation	Free	1 day
12	Recruitment of staff	Make formal application based on the advert	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 days

Chief Executive Officer
Britam Towers
17th Floor, Hospital RD, Upper Hill
P.O.Box 7055 - 00100 Nairobi
T : 0702777000
+254-20-2585702
Info@cohesion.go.ke/ complaints@cohesion.goke
Toll Free SMS 1547

Report any issues on the delivery of service to:

Commission for Administrative Justice
Office of the Ombudsman
2nd Floor, West End Towers
Opposite Aga Khan High School off Waiyaki Way - Westlands
P.O.Box 20414 - 00200 (Nairobi)
Tel: +254-20-2270000