CUSTOMER SERVICE DELIVERY CHARTER.
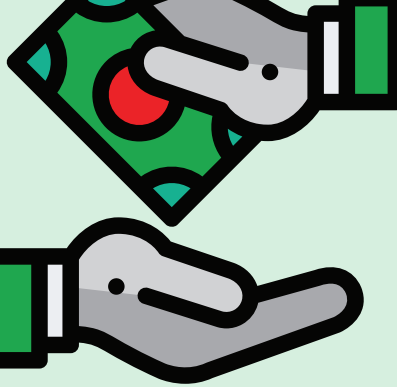
ICT Authority

1 — 10 Working Minutes
Enquiries on services by ICT Authority
USER CHARGES - Nil
Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider
Person/directorate Reponsible - All Departments

2 — 10 Working Minutes
Customer Care
USER CHARGES - Nil
Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider
Person/directorate Reponsible - All Departments

Help desk
10 minutes (first level response) 30 minutes to 1 day for next level)
USER CHARGES - Nil
Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider
Person/directorate Reponsible - All Departments

3 — 5 Working Days
Response to correspondence/emails/phone calls
Acknowledge letters within 5 days Consult and respond within 7- 14 days
USER CHARGES - Nil
Customer Obligations - Voluntary visit/ call/email Provide correct information to service provider
Person/directorate Reponsible - All Departments

4 — Tender/EOI/RFP opening & Closing
Opened immediately
USER CHARGES - Nil
Customer Obligations -To ensure the tender document in the tender box before closing and opening
Person/directorate Reponsible - Procurement Department

5 — 1 Working Day
Inspection of goods
USER CHARGES - Nil
Ensure they supply Goods as per the procurement specifications
Person/directorate Reponsible - Procurement Department

6 — 30 Working Days
Processing of suppliers payments
USER CHARGES - Nil
Customer Obligations - Submit all relevant support documents
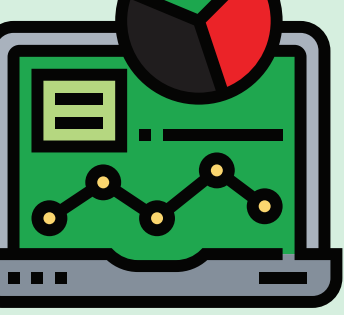Person/directorate Reponsible - All Departments

7 — 14 Working Days
Issuance of Business permit to expatriates seeking work in the ICT sector
USER CHARGES - Nil
Customer Obligations - Applicant to provide all necessary documents
Person/directorate Reponsible - Partnerships, Innovation & Capacity department

8 — 1 Working Day
Domain Registration
USER CHARGES - Nil
Customer Obligations - Official request and a duly filled form
Person/directorate Reponsible - Applications Department

9 — Continuous
Domain management
USER CHARGES - Nil
Customer Obligations - Request for an update, migration or a new configuration
Person/directorate Reponsible - Applications Department

10 — Website development
Domain management
USER CHARGES - Nil
Customer Obligations - Request for an update, migration or a new configuration
Person/directorate Reponsible - Applications Department

11 — 7 Working Days
Website hosting
USER CHARGES - Nil
Customer Obligations - Backup files of the Website
Person/directorate Reponsible - Applications/ Security Departments

12 — 7 Working Days
Training Web Masters
USER CHARGES - Nil
Customer Obligations - Official Request
Person/directorate Reponsible - Applications/ Departments

13 — 7 Working Days
(depending on availability of resources)
Training Web Masters
USER CHARGES - As per the host in case of private hosting
Customer Obligations - Official Request
Person/directorate Reponsible - Applications/ Departments

14 — 30 Working Days
Systems Development/ identifying & reconfiguring applications to suit client depending on criticality
USER CHARGES - Nil
Customer Obligations - Official Request
Person/directorate Reponsible - Applications/ Departments

15 — 14 Working Days
Provide advisory services on acquisition/ development of systems & applications to MDAs
USER CHARGES - Nil
Customer Obligations - Official Request
Person/directorate Reponsible - Applications/ Departments

16 — 3 Working Days
Coordinate and conduct trainings to enhance the uptake of different applications
USER CHARGES - Nil
Customer Obligations - Submit all relevant support documents
Person/directorate Reponsible - All Departments

17 — Continuous
Conduct audit of systems and applications in Government to ensure standards and procedures arefollowed
USER CHARGES - Nil
Customer Obligations - Scheduled
Person/directorate Reponsible - Applications & Standards Departments

18 — Continuous
Promote and provide new ICT technologies awareness for government
USER CHARGES - Nil
Customer Obligations - Scheduled
Person/directorate Reponsible - Applications Departments

19 — 3 Working Days
Coordinate and provide technical support to end user of ICT systems solutions
USER CHARGES - Nil
Customer Obligations - Official request
Person/directorate Reponsible - Applications

20 — 30 Working Days
Review of ICT strategies for MCDAs
Within 90 working days after receipt of request, owing to stakeholder participation in some cases
USER CHARGES - Nil
Customer Obligations - Official request and timely facilitation of the process
Person/directorate Reponsible - Standards department

21 — 30 Working Days
Provision of automation survey services
30 working days after receipt of request
USER CHARGES - Nil
Customer Obligations - Official request and timely facilitation of the process
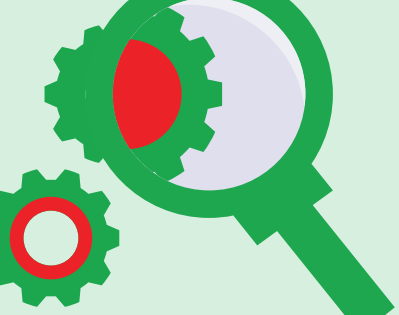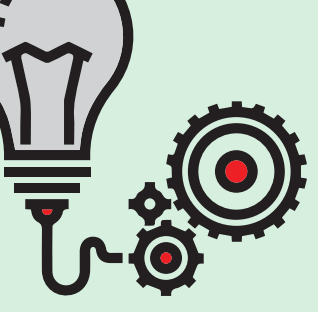Person/directorate Reponsible - Applications department

22 — 5 Working Days
Accreditation of ICT Service Provider
USER CHARGES - Nil
Customer Obligations - Official request including all documents relevant to specific scheme as spelt out in the Standard
Person/directorate Reponsible - Applications department

23 — 7 Working Days
After completion of process
Recruitment
USER CHARGES - Nil
Customer Obligations - Recognisation of laws and policies that govern HR
Person/directorate Reponsible - Human Resource department

24 — 30 Working Days
Project Appraisals
USER CHARGES - Nil
Customer Obligations - Official request
Person/directorate Reponsible - Project Management Office

ENABLING CONNECTIVITY
Through NOFBI and County Connectivity Project we are enabling access to information.

ENABLING SERVICES
Easy, convenient and efficient access to government services by the citizenry

PARTNERING FOR GROWTH
Collaborating with local and international stakeholders for ICT adoption and use

ENFORCING STANDARDS
To ensure alignment and consistency of government ICT plans and processes at all levels

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The ICT Authority is a State Corporation under the State Corporations Act 446
www.icta.go.ke