



nhc
National Housing Corporation

CITIZENS' SERVICE DELIVERY CHARTER

No.	Services	Requirements to Obtain Service	Application Charges (Kshs.)	Timelines (Working Days)
Support Services				
1.	Receiving walk-in customers	Customer walks in to NHC building	Free	3 minutes
2.	Responding to phone calls	Customer makes a phone call to NHC	Free	By third ring
3.	Responding to emails	Email received at NHC	Free	24 Hours
4.	Responding to customer complaints	Complaint received at NHC	Free	24 hours
5.	Responding to written enquiries	Written correspondence received at NHC	Free	5 days
Core Services				
6.	Letting a house	Refer details on the NHC website (https://nhckenya.go.ke/)	Free	<ul style="list-style-type: none">Acknowledge receipt of application form within one day of receipt of applicationQueue for vacant unit
7.	Buying a house	Refer details on the NHC website (https://nhckenya.go.ke/)	Free	Acknowledge receipt of application form within one day of receipt of application
8.	Payment of rent	<ul style="list-style-type: none">Dial *222# and follow the prompts orRefer to https://nhckenya.go.ke/ for further payment information	Free	Payable monthly or quarterly in advance as per agreement
9.	Loan repayment	<ul style="list-style-type: none">Dial *222# and follow the prompts orRefer to https://nhckenya.go.ke/ for further payment information	Free	Payable by 21st of the month as per agreement
10.	Issuance of statements	Download NHC Mobile Application on App Store or Play Store	App store costs apply	Immediate
11.	Receipting of payments	Proof of payment received at NHC	Free	1 day
12.	Consultancy services <ul style="list-style-type: none">Project design and management	<ul style="list-style-type: none">Written project proposalPay commitment fee where applicableProvide relevant documentation	200,000	<ul style="list-style-type: none">4 days - Feedback on viability of proposal14 days - MOU/Agreement ready for execution upon consensus of project concept
13.	Partnership and resource mobilization services	<ul style="list-style-type: none">Written project proposalPay commitment fee where applicableProvide relevant documentation	200,000	<ul style="list-style-type: none">4 days - Feedback on viability of proposal14 days - MOU/Agreement ready for execution upon consensus of project concept
14.	Legal advise	Written request for legal advice	Free	3 days
15.	Provision of legal documentation	Written request for preparation of document	Chargeable based on nature of document	5 days
16.	Legal Representation	Written request/instructions for legal representation	Free	1 day
17.	Tender Process	Submission of complete tender documents as required within stipulated timelines	<ul style="list-style-type: none">Free if downloaded from NHC websitePayment of Kshs.1000 for hardcopy accessed from the Corporation	30 days after submission of duly filled tender document
18.	Payment for goods supplied and services rendered; <ul style="list-style-type: none">Service providersContractors	<ul style="list-style-type: none">Evidence on delivery of goods/rendering of servicesSubmission of duly filled Tax Invoice & Delivery Note	Free	Within 30 days after receipt of proper documentation as per contract terms
19.	Disposal of Assets	<ul style="list-style-type: none">Notice of disposal to prospective biddersSubmission of complete tender documents within the stipulated time frame	<ul style="list-style-type: none">Free if downloaded from NHC websitePayment of Kshs.1000 for hardcopy accessed from the Corporation	Within 30 days after submission of duly filled tender document
20.	Conveying the outcome of tenders	Submission of complete tender document within the stipulated time frame	Free	Within 45 days after tender opening date
21.	Training on use of EPS Technology	Written request from the customer using NHC Panel for the artisans to be trained	Free	3 days

In case our service does not meet the above mentioned standards or any officer does not follow them in their service, report to:

Managing Director/CEO
National Housing Corporation
NHC House, 10th Floor
Aga Khan Walk, Nairobi
P.O. Box 30257-00100
Nairobi, Kenya
EMAIL: info@nhckenya.go.ke
WEB: www.nhckenya.go.ke
TEL: +254 724 256 403 / +254 730 749 000

Secretary/Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2nd Floor
Waiyaki Way, Nairobi
P.O. Box 20414-00200
Nairobi, Kenya
EMAIL: complain@ombudsman.go.ke
WEB: www.ombudsman.go.ke
TEL: +254 20 227 0000

QS. DAVID MATHU NJUGUNA, MBS
MANAGING DIRECTOR/CEO

Housing The Nation