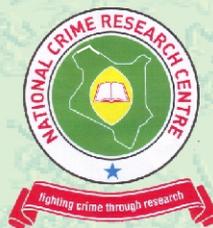


Our Services	Responsibility of the customer/client	Service Standard	Cost of service
Finance & Accounting Services			
1. Payment to our Suppliers and Consultants	<ul style="list-style-type: none"> Deliver goods/services or works as per the order or contract. Submit an invoice 	Pay for the delivery of the goods/services or works within 2 weeks after submission of invoice or certificate.	Free
Recruitment and Selection			
Processing of applications for employment	<ul style="list-style-type: none"> Respond to the advertisement by applying Submit required documents 	Notify the shortlisted candidates within one month after the closing date.	Free
Selection of employees	To attend the interview as scheduled.	<ul style="list-style-type: none"> Conduct objective, fair and ethical interviews Notify the successful candidates within 2 weeks 	Free
Communication			
Response to telephone calls	<ul style="list-style-type: none"> Courtesy Volunteer required information 	<ul style="list-style-type: none"> Attention, courtesy, respect and appropriate response Receive the call within 3 rings and respond to enquiries within 3 minutes 	Free
Handling correspondence and emails	<ul style="list-style-type: none"> Provide accurate contact address Clear communication 	Respond appropriately within 1 week for correspondence and within 2 days for email.	Free
Handling visitors	Courtesy and Cooperation	Attention, courtesy, respect and appropriate response within 10 minutes on arrival	Free



For further information contact:

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NATIONAL CRIME RESEARCH CENTRE

SERVICE DELIVERY CHARTER

May 2013

Introduction

The National Crime Research Centre (NCRC) is a State Corporation under the State Law Office established by the National Crime Research Act Cap 62 of the Laws of Kenya. It has a Governing Council which is responsible for formulating research policies and programmes of the Centre. The Director is the Chief Executive Officer and the Secretary to the Governing Council.

Our Mandate

Our Mandate is to carry out research into the causes of crime and its prevention and to disseminate the research findings and recommendations to the Government Agencies concerned with the administration of criminal justice and other stakeholders.

Our Vision

To be a World Class Crime Research Institution.

Our Mission

To provide quality and authentic research into causes of crime and its prevention with a view to achieving a crime free society.

Our Core Values

- ❖ Professionalism and team work
- ❖ Customer focus
- ❖ Consultative leadership
- ❖ Transparency and accountability
- ❖ Trust and honesty
- ❖ Cultivating long-term relationships
- ❖ Social responsibility

Our Core Functions

- We carry out co-ordinated research into programmes pursued by the agencies responsible for the administration of criminal justice.
- We carry out research into the causes of crime and its prevention in the following areas:
 - group or culture related crimes;
 - socio-political and economic crimes including drug trafficking, human trafficking, peddling or addiction;
 - the modus operandi (mode of operation) of persons engaged in any criminal activity;
 - juvenile delinquency;
 - deviations from the criminal justice system to increase awareness and responsibility of the community in the rehabilitation of criminal offenders
- We disseminate the research findings and recommendations to the Government Agencies concerned with the administration of criminal justice and other stakeholders through publications, workshops, seminars, the mass media and other appropriate means.

Our Clients

This Service Delivery Charter covers the Government Agencies involved in the administration of Criminal Justice, Education Institutions, Development Partners, other collaboration Research Institutes and other key Stake Holders.

Our Service Principles

We commit ourselves to the following:

- ❖ To handle clients with dignity, courtesy and respect
- ❖ To provide prompt and accurate information on all requests
- ❖ To place the common good of the Centre, clients and the general public above self-interest

- ❖ To treat clients' concerns with confidentiality and the urgency they deserve.

Review of the Service Delivery Charter

In view of the changing expectations of our clients, we undertake to review this Service Charter once a year in consultation with our clients and other relevant stakeholders. This will be done so as to ensure continued improvement of service delivery to our customers.

Feedback

To help us continually improve our services, we welcome complaints, compliments and suggestions by use of our suggestion box. You can also get in touch with us using the contact below. In addition, we conduct annual customer satisfaction surveys.

Our Services	Responsibility of the customer/client	Service Standard	Cost of service
Research Services			
1. Conduct research on crime on request of an agency	<ul style="list-style-type: none">• A written request or a Memorandum of Understanding.• To observe laid down procedures, rules and regulations• Sharing of information to facilitate research	<ul style="list-style-type: none">• We notify the client of acceptance or non-acceptance of the request within a month• Conduct the research required according to research guidelines procedures and ethics	As per the TOR and the terms of the Contract
2. Conduct routine research and disseminate findings to inform policy	Sharing of information to facilitate research	Conduct research and address current and pressing crimes according to research guidelines, procedures and ethics	Free
3. Dissemination of Research findings and other relevant information.	<ul style="list-style-type: none">• A written request.• Identification	Avail the publications in the Resource Centre within (20) minutes if on the premises and within a day if elsewhere.	As indicated in the publication