

## OUR VISION:

The Premier Centre of Choice for Alternative Dispute Resolution.

## OUR MISSION:

To be recognized as a Centre for International Commercial Arbitration and Alternative Dispute Resolution through provision of quality and innovative processes.

## OUR MANDATE:

To promote and administer international commercial arbitration and other alternative forms of dispute resolution.

## OUR CORE VALUES:

(i) Fairness and Impartiality      (ii) Confidentiality      (iii) Integrity      (iv) Efficiency and Effectiveness

## SERVICE CHARTER

### FACILITIES

S/No	Service	Requirements	Charges (KES)	Timeline
1.	Responding to requests for listing on the Arbitrator/Mediator Panels	Evidence of hard/soft copy of complete application made to the Centre	Free	1 working day
2.	Reviewing of panels' list periodically	Code and Standards of practice	Free	2 working days
3.	Processing new applications for listing on the Arbitrator/Mediator Panels	Complete application for panel-listing filed	As per approved schedule	3 Months
4.	Responding to correspondences	Evidence of correspondence received at the Centre	Free	3 working days
5.	Responding to requests for Arbitration/Mediation	Evidence of requests and documents filed	Free	2 working days
6.	Opening and updating case files	Evidence of requests and documents filed	Free	1 working day
7.	Administer arbitration and mediation under NCIA rules or Non-NCIA rules appointments	Evidence of requests and documents filed	As per approved schedule	As and when required
8.	Providing Secretarial support to the Arbitral Court	Requests for reference to the Court, Directions of the Court	As per approved schedule	As and when required
9.	Responding to requests for training in Arbitration, Mediation and other ADR processes	Evidence of hard/soft copy application made to the Centre	Free	1 working day
10.	Conducting Training in Arbitration, Mediation and other ADR processes	Proof of payment of requisite fees	As per approved schedule	As per approved program
11.	Conducting Moot Competitions	Evidence of qualification to participate Proof of registration for participation	As per approved schedule	As per approved program
12.	Responding to requests for Accreditation/Re-accreditation	Evidence of complete requests filed	Free	2 working days
13.	Providing advisory, technical and administrative assistance upon request by parties	Evidence of requests filed	As per approved schedule	As and when required
14.	Ensuring certification of orders, directions and rulings of a tribunal, the Court and Registrar and awards	Orders, directions and rulings and awards	Free	2 Working Days

### SUPPLY CHAIN

S/No	Service	Requirements	Charges (KES)	Timeline
15.	Payments to suppliers of goods and services	Receipt of original invoices supported by all relevant documents.	Free	14 working days
16.	Issuance of tender documents	Receipt of payment	Payment of KES 1,000	Immediately after advertisement in the local dailies
17.	Publication of tenders awarded	*Name of tender *Name of company *Contract amount *Directors' names *No. of shares for each director	Free	Quarterly
18.	Opening of tenders	Appointment of the Ad-hoc Tender Opening Committee	Free	Restricted tender: Within 7 days Open tender: within 14 days
19.	Evaluation of tenders	*Tenders submitted *Tender opening minutes *Appointment of the Ad-hoc Tender Evaluation Committee	Free	Within 30 days of closing date
20.	Issuance of letters of award	*Approved professional opinion *Tender evaluation report	Free	3 days from date of final approval
21.	Signing of contract agreement	*Award letter *Terms and conditions of the tender	Free	14 days after issuance letter of award
22.	Annual Disposal of obsolete assets	*Appointment of Disposal Committee as required by law *Disposal committee minutes *Submission of bid *Approval from the CEO	Payment of 1,000	Annually

### GENERAL

S/No	Service	Requirements	Charges (Kshs)	Timeline
23.	Booking of hearing room(s)	Receipt of request by user within 5 days in advance indicating no. of participants and required services.	Free	1 day
24.	All telephone calls will be received and attended to as soon as is practical	Return calls immediately on realization	Free	As soon as practicable
25.	Responding to customer Complaints and disputes	Written complaint with all the supporting documents	Free	5 days

### ADDITIONAL SERVICES OFFERED

We are pleased to offer supplemental services

Services	Charges & Timeline
(i) Transcription services	As per approved schedule and upon request
(ii) Video conferencing	As per approved schedule and upon request
(iii) Wi-Fi	As per applicable policy
(iv) Guest reference material	As per applicable policy
(v) Practitioners' Lounge	Complimentary

The Centre is committed to maintaining a client and customer-focused quality service. There are client and customer complaints handling procedures which the Centre adheres to in handling grievances.

Any service that does not conform to the above or any staff who does not fulfil commitment to courtesy and excellence in quality of service should be reported to:

**Registrar/CEO**  
**Nairobi Centre for International Arbitration**  
 Co-operative Bank House, 8th Floor, Haile Selassie Avenue  
 P. O. Box 548-00200 Nairobi | Tel: +254 771 292 055  
 Website: www.ncia.or.ke  
 Email: feedback@ncia.or.ke  
 (For complaints and /or Compliments) | Info@ncia.or.ke (For general enquiries)

Thereafter,

In case you are NOT satisfied with the manner in which your complaint has been handled be free to contact: -

**Commission Secretary/Chief Executive Officer**  
**Commission on Administrative Justice**  
 2nd floor West End Towers, Off Waiyaki Way, Westlands  
 P.O. Box 20414-00200 Nairobi | Tel: + 254 (020) 2270000  
 Email: complain@ombudsman.go.ke | Website: www.ombudsman.go.ke