



GEOHERMAL DEVELOPMENT COMPANY

CITIZENS SERVICE DELIVERY CHARTER



No	Services/Goods	Requirements to Obtain Service	Cost	Timelines
1	Provision of steam and brine for power production and direct use applications	Written request for provision through the MD & CEO's office Project implementation and steam supply agreement	As per the steam supply agreement	As outlined in the steam supply agreement
2	Consultancy services	Written request for service or expertise through the MD & CEO's office Consultancy contract	Determined by scope of service	As outlined in the contract
3	Equipment leasing	Written request for service through the MD & CEO's office Equipment leasing contract	Determined by equipment and support required	As outlined in the contract
4	Queries	Official written communication	-	2 days
5	Complaints	Official written complaint	-	14 days
6	Evaluation of tenders/quotations	Outlined in terms of reference	-	As outlined within the Procurement Document
7	Payment of suppliers/contractors	Receipt of compliant documents	-	60 days/as per contract terms from receipt of all compliant documents

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

The Managing Director and CEO

Geothermal Development Company
P.O BOX 100746-00101 Nairobi
Telephone: 0719 037000
Email: info@gdc.co.ke or complaints@gdc.co.ke
Website: www.gdc.co.ke

Commission Secretary/CEO

Commission on Administrative Justice
P.O Box 20414-00200 Nairobi
Telephone: 020-2270000
Email: info@ombudsman.go.ke
Website: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO