



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



GEOTHERMAL DEVELOPMENT COMPANY MKATABA WA HUDUMA ZETU



No	Huduma Zetu	Mahitaji ili Kupokea Huduma	Gharama	Wakati
1	Utoaji wa mvuke na maji ya jotoardhi kwa ajili ya uzalishaji nguvu za umeme na matumizi mbadala	Barua ya kuomba kutoa huduma kupitia kwa ofisi ya mkurugenzi mkuu ambaye pia ni afisa mkuu Utekelezaji wa mradi na makubaliano ya usambazaji wa mvuke	Kufuatana na makubaliano ya usambazaji wa mvuke	Ilivyoielezwa kwenye makubaliano
2	Huduma za ushauri	Barua ya kuomba kutoa huduma kupitia kwa ofisi ya mkurugenzi mkuu ambaye pia ni afisa mkuu Mkataba wa kutoa huduma za ushauri	Italingana na lengo la huduma	Ilivyoielezwa kwenye mkataba
3	Kukodisha vifaa	Barua ya kuomba kutoa huduma kupitia kwa ofisi ya mkurugenzi mkuu ambaye pia ni afisa mkuu Mkataba wa kukodisha vifaa	Itategemea na kulingana na kifaa na huduma saidizi unaohitajika	Ilivyoielezwa kwenye mkataba
4	Maswali	Mawasiliano rasmi yaliyoandikwa	-	Siku 2
5	Malalamiko	Lalamiko rasmi lililoandikwa	-	Siku 14
6	Tathmini ya zabuni/bei nukuu	Imeelezwa katika rejeleo la masharti	-	Ilivyoielezwa ndani ya nyaraka za zabuni/makadirio
7	Malipo kwa Wachuuzi/wanakandarasi	Kupokewa kwa hati za uidhinishaji	-	Siku 60/kufuatana na kanuni za zabuni kuanzia siku ya kupokewa kwa nyaraka zote za uidhinishaji

TUMEJITOLEA KUTOA HUDUMA KWA NJIA YA HESHIMA

Huduma yoyote itakayotolewa na ambayo haiambatani na viwango tulivyoviweka, ama afisa atakayekosa kutoa huduma ipasavyo, piga ripoti kwa:

Mkurugenzi Mkuu

Geothermal Development Company
S.L.P 100746-00101 Nairobi
Simu: 0719 036000
Barua Pepe: info@gdc.co.ke au
complaints@gdc.co.ke
Tovuti: www.gdc.co.ke

Katibu wa Tume

Commission on Administrative Justice
S.L.P 20414-00200 Nairobi
Simu: 020-2270000
Barua Pepe: info@ombudsman.go.ke
Tovuti: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



COMPLAINTS HANDLING PROCEDURE

- Complaints shall be received by a **designated** complaints officer
- Complaints may be received through walk-ins to the reception of all GDC offices, drop-offs in feedback boxes, via designated e-mail addresses: **info@gdc.co.ke**, through letters, through the telephone: **0719 037 000** and via social media platforms **@GDCKenya**
- All complaints shall be logged in a complaints/enquiries **log form**
- Upon receipt, an acknowledgement shall be sent to the complainant within 48 hours (2 days) from the date of receipt
- Complaints shall be shared with relevant departments for feedback or resolution within **21 days** from the date of sharing
- The concerned department **shall communicate** the resolution of the complaint with the stakeholder and update the CCM department.
- The complaints officer shall on a quarterly basis develop a report on the resolution of public complaints and submit it to the Commission on Administrative Justice (CAJ) within the agreed timelines



PROCEDURE TO ACCESS INFORMATION FROM GEOTHERMAL DEVELOPMENT COMPANY

- The company had designated an Access to Information Officer (AIO) who is responsible for ensuring that requests for Access to Information are properly and conclusively dealt with according to the Access to Information Act 2016.
- Requests for access to information may be made by email: info@gdc.co.ke, through the telephone: **0719 037 000** or by filling in an online form available on the GDC website: www.gdc.co.ke.
- The AIO shall acknowledge receipt of requests and forward them within 2 days to the relevant information holder for decision making within 21 days. The information officer can extend the 21 days period if the information needed is large or consultation is required before complying.
- If the information sought concerns the life and liberty of a person, the information shall be provided within 2 days of receipt of application.
- If access to information is granted to the records of the company, the person making the request will be notified and provided with the information within 15 working days.
- If the request has been declined the person making the request will be notified thereof together with the reasons for the decision within 15 days.
- If the information requested is held by another public entity, the AIO, will transfer the application to the relevant entity within 5 days of receipt of the application.
- Upon transfer of the request, the AIO will notify the applicant within 5 days from the date of receipt of the application.
- The AIO shall on a quarterly basis submit a report to the Commission on Administrative Justice (Ombudsman) on response to access to information requests received.