

NO	Services/Goods	Requirements to obtain service	Cost	Timeline
1	Picking up of telephones	NA	NA	Within 4 rings
2	Confirming receipt of information	Proper address/contacts	NA	Within 2 days
3	Reverting with regard to queries raised	State query/information clearly and precisely	NA	Within 14 Days
4	Meeting with Clients	Adhere to agreed appointment time	NA	Within five minutes (with appointment) Without appointment – at the earliest
5	Procurement by quotation	As outlined in the Terms of Reference	None	As outlined within the Procurement Document
6	Procurement by Tender	As outlined within the national print media	As outlined in the print media	As stipulated within the Tender Document
7	Prequalification of Suppliers	Provision of mandatory documents as stated in national print media	As outlined in national print media	As stipulated within the notice period provided
8	Payment of suppliers	Provision of all necessary documents	None	30 days from receipt of appropriate documentation
9	Feedback to Suppliers	Approval/Feedback from Evaluation Committee	None	3 days after deliberations by the Tender/Procurement Committee
10	Acknowledging candidates performance in job interviews	Shortlisted during the interview process	None	Within 14 days

GDC provides services to all customers without discrimination against race, age, gender, religion, marital status, disability, culture, language, ethnicity or social origin.

Non-conformity to the above prescribed service standards should be reported to:

The Managing Director
Geothermal Development Company
Kawi House, South C
P.O. Box 100746-00101, Nairobi
Tel: 0719 037 000
Email: complaints@gdc.co.ke

The Executive Director,
The Commission on Administrative Justice,
2nd Floor, West End Towers
Opposite Aga Khan High School off Waiyaki Way - Westlands,
P.O Box 20414 – 00200, Nairobi, Kenya.
Tel: +254020 2270000
Email: certificationpc@ombudsman.go.ke
Web: www.ombudsman.go.ke