



NAIROBI METROPOLITAN AREA TRANSPORT AUTHORITY

“Advancing Mobility”

Mandate

To oversee the establishment of an integrated, efficient, effective, and sustainable public transport system within the Nairobi Metropolitan Area.

Vision

A safe, reliable, affordable and seamless public transport system.

Mission

To transform the quality of life through delivery of an integrated and sustainable public transport system within the Nairobi Metropolitan Area.

Core Values

Integrity, Customer Centric, Innovative, Inclusivity, Teamwork.

CITIZENS' SERVICE DELIVERY CHARTER

S/No.	SERVICE/GOOD	REQUIREMENT TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
1.	Respond to customer complaints	Register the complaint with us	None	4 days
2.	Addressing customer concerns and enquiries	Adherence to Commission on Administrative Justice (CAJ) guidelines	None	21 days
3.	Payment for goods/services and works rendered as per the contract agreement terms	Delivery note, invoice and Certificate of works	Contract Terms	Contract Terms
4.	Acknowledgement of information inquiry	Request for information	None	4 days
5.	Addressing information requests	A copy of request for information raised	None	14 days
6.	Response to phone calls (landline or any other official line)	Phone call	None	15 seconds
7.	Response to enquiries by walk-in clients	Walk in and make the enquiry	None	1 minute
8.	Responses to correspondence	Written correspondence (letters)	None	5 days
		Email and social media (Twitter, Facebook and YouTube)	None	1 day
9.	Response to public complaints and grievances	Make a complaint	None	1 day
10.	Resolution of complaints	Make a verbal or written complaint	None	14 days
11.	Convey the results of procurement processes post-award	Adherence to Public Procurement Regulatory Authority (PPRA) guidelines	None	2 days
12.	Registration of Suppliers	Duly filled application letter Company profile Certificate of incorporation/registration Pin certificate Valid tax compliance certificate/exemption Copy of certificate of registration with relevant regulatory bodies Business permit license	None	14 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

Director General, Nairobi Metropolitan Area Transport Authority, Kings Prism Towers, Upperhill, 3 rd Ngong Avenue, P.O Box 30117-00100 NAIROBI, Kenya Phone: +254 (0) 20 2734886 Email: info@namata.go.ke	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers Opposite Aga Khan High School off Waiyaki Way – Westlands P.O. Box 20414 – 00200, NAIROBI. Tel: +254-20-2270000 Email: info@ombudsman.go.ke / complain@ombudsman.go.ke
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HUDUMA BORA NI HAKI YAKO