

National Mining Corporation Service Delivery Charter

Pioneering Inclusive and Sustainable Mining Innovations

VISION STATEMENT

To be a leader in sustainable investment in mineral resource development for a prosperous Kenya in a global economy.

MISSION STATEMENT

To engage in responsible exploration, mining, and investment in mineral resources in a dynamic global market to drive Kenya's socio-economic transformation.

No.	Services/Goods.	Requirements to Obtain Service/Goods.	Cost.	Timelines.
1.	Mineral exploration	- Written expression of interest through the CEO's office. - Dully filled application form: - Partnerships. - Joint Ventures. - Proof of payment.	As per the Partnership/ joint venture agreement.	As outlined in the partnership/joint venture agreement.
2.	Mineral value addition and trading	- Written expression of interest through the CEO's office. - Dully filled application form. - Proof of payment.	As per the mineral agreement.	As outlined in the mineral agreement.
3.	Mine Development	- Written request for service through CEO'S office. - Dully filled application form. - Proof of payment.	As per the lease agreement.	As outlined in the lease agreement.
4.	Consultancy services	- Written request for service or expertise through the CEO's office. - Dully filled application form. - Proof of payment.	Determined by scope of work and service.	As outlined in the scope of work and service.
5.	Inquiries	• Written communication	Free.	0 to 14 days.
		• Verbal communication.	Free.	Acknowledge immediately and respond within 0 to 14 days.
		• Visit NAMICO Office.		
6.	Handling complaints	• Official complaint.	Free.	Immediate acknowledgement. Resolutions guided by internal resolution.
				Mechanisms and the Commission on Administrative Justice. A maximum of 30 days from the date of receipt.
7.	Laboratory	- Written request for service through CEO'S office. - Dully filled application form. - Proof of payment.	Determined by scope of work and service.	Determined by scope of work and service.
8.	Evaluation of tenders/quotations	Outlined in terms of reference.	Determined by scope of work/service.	As outlined within the procurement document.
9.	Payment to service providers/contractors	Receipt of compliant documents (purchase order, delivery document, tax compliance certificate, contract document, invoice, iTax invoice)	Free.	30 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 any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:				
The Chief Executive Officer National Mining Corporation P. O. Box 115 - 00100, Nairobi Kenya. KWFT Centre, 4rd Floor, Kiambere - Masaba Road. Tel: +254 207 869 420 Email: info@namico.go.ke ; complaint@nmckenya.go.ke Website: https://www.namicokenya.go.ke			The Commission Secretary/Chief Executive Officer Commission on Administrative Justice, 2 nd Floor, West End Towers Waiyaki Way, Nairobi P.O Box 20414 – 00200, Nairobi Tel: +254 020 2270000/2303000 Email: complain@ombudsman.go.ke	

CORE VALUES

The fundamental beliefs that drive NAMICO, and that define the expected standards of behavior and culture include:

- Patriotism
- Innovativeness
- Sustainability
- Integrity
- Safety and Security

COMMITMENT

The National Mining Corporation is committed to providing quality service to all its clients and stakeholders with integrity and professionalism with minimum turn -around time.

Hati ya Huduma ya Shirika la Uchimbaji Madini la Taifa

Kuanzisha Ubunifu Endelevu na Jumuishi katika Uchimbaji Madini

AHADI

Tamko la Maono Kuwa kiongozi katika uwekezaji endelevu katika maendeleo ya rasilimali madini kwa Kenya yenye mafanikio katika uchumi wa dunia.

TAMKO LA DHAMIRA

Kushiriki katika utafutaji, uchimbaji, na uwekezaji wa rasilimali madini katika soko la dunia lenye mabadiliko ili kuendeleza mabadiliko ya kijamii na kiuchumi ya Kenya.

Namba	Huduma/Vyombo	Masharti ya Kupata Huduma/Vyombo	Gharama	Muda wa Utendaji
1.	Utafutaji wa Madini	- Maombi kwa maandishi kupitia ofisi ya Mkurugenzi Mtendaji. - Fomu ya maombi iliyojaa: - Ushirikiano. - Vyama vya pamoja.	Kulingana na makubaliano ya ubia / ubia	Kama ilivyoainishwa katika makubaliano ya ubia/ubia
2.	Ongezeko la Thamani ya Madini na Biashara	- Maombi kwa maandishi kupitia ofisi ya Mkurugenzi Mtendaji. - Fomu ya maombi iliyojaa. - Uthibitisho wa malipo.	Kwa mujibu wa makubaliano ya madini	Kama ilivyoainishwa katika makubaliano ya madini
3.	Maendeleo ya Mgodini	- Maombi kwa maandishi kupitia ofisi ya Mkurugenzi Mtendaji. - Fomu ya maombi iliyojaa. - Uthibitisho wa malipo.	Kulingana na makubaliano ya kukodisha	Kama ilivyoainishwa katika makubaliano ya kukodisha
4.	Huduma za Ushauri	- Maombi kwa maandishi kwa huduma au utaalamu kupitia ofisi ya Mkurugenzi Mtendaji. - Fomu ya maombi iliyojaa. - Uthibitisho wa malipo.	Imedhamiriwa na wigo wa kazi na huduma	Kama ilivyoainishwa katika wigo wa kazi na huduma
5.	Maswali	- Maandishi - Mawasiliano kwa simu. - Zuru Ofisi ya NAMICO	Bure	0 hadi 14
6.	Kushughulikia Malalamiko	Lalamiko rasmi	Bure	Kubali mara moja na ujibu ndani ya siku 0 hadi 14
7.	Maabara	- Maombi kwa maandishi kupitia ofisi ya Mkurugenzi Mtendaji. - Fomu ya maombi iliyojaa. - Uthibitisho wa malipo.	Imedhamiriwa na wigo wa kazi na huduma	Imedhamiriwa na wigo wa kazi na huduma
8.	Tathmini ya Zabuni/Bei	Imeainishwa katika masharti ya rejea.	Imedhamiriwa na wigo wa kazi na huduma	Kama ilivyoainishwa ndani ya hati ya manunuzi
9.	Malipo kwa watoa huduma/makandarasi	Upokeaji wa nyaraka zinazokubalika (amri ya ununuzi, hati ya uwasilishaji, cheti cha kutosheleza kodi, mkataba, ankara, ankara ya iTax)	Bure	Siku 30 kwa mujibu wa masharti ya mkataba baada ya kupokea hati zote zinazoidhinishwa

TUMEJITOLEA KWA HESHIMA NA USTADI KATIKA TOA HUDUMA.

Huduma yoyote/ bidhaa zinazotolewa ambazo hazikidhi viwango vilivyotajwa hapo juu au afisa yeyote ambaye hajafikia ahadi ya heshima na ustadi katika utoaji wa huduma anapaswa kuripotiwa kwa:

Mkurugenzi Mtendaji
Shirika la Uchimbaji Madini la Taifa
P. O. Box 115 - 00100, Nairobi Kenya.
Kituo cha KWFT, Ghorofa ya 4, Kiambere - Masaba Road.
Simu: +254 207 869 420
Barua pepe: info@namico.go.ke; complaint@nmckenya.go.ke
Tovuti: <https://www.namicokenya.go.ke>

Katibu wa Kamisheni/Mkurugenzi Mtendaji
Kamisheni ya Haki za Utawala, Ghorofa ya Pili,
West End Towers
Waiyaki Way, Nairobi
P.O Box 20414 - 00200, Nairobi
Simu: +254 020 2270000/2303000
Barua pepe: complain@ombudsman.go.ke

Thamani za Msingi

Imani kuu zinazochochua NAMICO, na zinazobainisha viwango vinavyotarajiwa vya tabia na utamaduni ni pamoja na:

- Uzalendo
- Ubunifu
- Uendelevu
- Uaminifu
- Usalama na Ulinzi

Tamko la Maono

Kuwa kiongozi katika uwekezaji endelevu katika maendeleo ya rasilimali madini kwa Kenya yenye mafanikio katika uchumi wa dunia.