



PUBLIC PROCUREMENT OVERSIGHT AUTHORITY

Transforming Procurement



CITIZEN SERVICE DELIVERY CHARTER

Our Vision

A vibrant procurement and disposal system for attainment of Kenya's Vision 2030.

Our Mission

To facilitate access to procurement opportunities through enabling regulation that fosters value for money for national socio-economic development.

Our Commitment

This Charter sets out our commitment to provide our customers with quality and efficient services. PPOA is an open and accountable Authority with strong client focused objectives.



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PPOA is committed to Timely, Efficient and Effective Service Delivery

SERVICES	REQUIREMENTS TO OBTAIN SERVICES/GOODS	CHARGES (KSHS)	TIMELINES
Enforcement of the Public Procurement and Disposal Act (PPDA), 2005 and the Public Procurement and Disposal Regulation (PPDR), 2006	<ul style="list-style-type: none"> Cooperation and support Adherence to the Act Volunteer information on non-compliance 	Free	Continuous
Building capacity of the Public Procurement Practitioners and Stakeholders	<ul style="list-style-type: none"> Make a request on specific training requirements PPOA scheduled trainings 	Negotiable Free	Continuous
Formulation of guidelines, rules and regulations on	<ul style="list-style-type: none"> Provide proposals and suggestions on any policies reviewed / developed 	Free	Continuous
Advisory services on enquires about PPDA and the Public Procurement & Disposal PPDR	<ul style="list-style-type: none"> Contact PPOA via Phone Email PPOA Face to face contact <ul style="list-style-type: none"> Send letter to PPOA Acknowledgement of receipt of letter Substantive response to enquiry 	Free	Immediate 2 days Immediate 2 days 14 days
Issuance of policy guidelines and standard procurement documents	<ul style="list-style-type: none"> Make a request to PPOA Download from PPOA website 	Free	1 day Immediate
Holding consultative stakeholders forum	<ul style="list-style-type: none"> Provide feedback on public procurement system Full participation and cooperation 	Free	Annually and as scheduled by PPOA
Carrying out procurement investigations	<ul style="list-style-type: none"> Disclosure of information Customer complaints PPOA initiative 	Free	30 days
Reviewing of the Public Procurement Complaints and Appeals	<ul style="list-style-type: none"> Request for review by filling form RB1 within 14 days of <ul style="list-style-type: none"> the occurrence of the breach before award or notification of the award 	12,000 - 82,000	30 days
Provision of Review Board Decision	<ul style="list-style-type: none"> Make formal request Download from PPOA website 	Minimum 250 Free	1 day Immediate
Debarment of persons from participating in public procurement	<ul style="list-style-type: none"> Customer complaint Disclosure of information 	Free	3 months
<p>"Commitment to Courtesy and Excellence in Service Delivery"</p> <p>Any service 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:</p>			
<p>The Director General Public Procurement Oversight Authority National Bank Building, 11th Floor, Harambee Avenue, Nairobi P.O. Box 58535 - 00200 Nairobi Tel :+254 20 2213106 / 2213107 / 3244000 Fax: 0203244377 Email: info@ppoa.go.ke, complaints@ppoa.go.ke, Web: www.ppoa.go.ke</p>		<p>The Commission Secretary / Chief Executive Officer, Commission on Administrative Justice, 6th Floor, Prime Minister's Building, Nairobi. P.O. Box 20414 - 00200 Nairobi Tel: +254 20 2270000 Email: certificationpc@ombudsman.go.ke Web: www.ombudsman.go.ke</p>	

HUDUMA BORA NI HAKI YAKO



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MAMLAKA YA USIMAMIZI WA UNUNUZI WA MALI YA UMMA

Inageuza mfumo wa Ununuzi

MKATABA WA UTOAJI WA HUDUMA KWA WANANCHI

PPOA Imejitolea Kutoa Huduma kwa Haraka, Uthabiti na Ufanisi

HUDUMA	KINACHOHITAJIKA ILI KUPATA HUDUMA/BIDHAA	MALIPO (KES)	WAKATI/MUDA
Utekelezaji wa sheria ya ununuzi na ulikizaji wa mali ya umma wa mwaka wa 2005 (PPDA) na kanuni za ununuzi na ulikizaji wa mali ya umma za mwaka wa 2006 (PPDR)	<ul style="list-style-type: none"> Kutoa ushirikiano na usaidizi unapohitajika Kufuata sheria ya ununuzi na ulikizaji wa mali ya umma Kutoa habari kuhusu utekelezaji wa huduma 	Hakuna malipo	Muda wote Endelevu
Kuimarisha uwezo wa washikadau na wataalamu wa ununuzi na ulikizaji wa mali ya Umma	<ul style="list-style-type: none"> Tuma maombi kuhusiana na mahitaji ya mafunzo maalum Orocha ya mafunzo yaliyopangwa na PPOA 	Makubaliano Hakuna malipo	Muda wowote
Kutengeneza miongozo, sheria na kanuni kuhusu ununuzi na kufutia mbali umilikaji wa mali ya Umma	<ul style="list-style-type: none"> Kutoa mependekezo na ushauri kwa sera yoyote inayoangaziwa au kuundwa Majibu kutokana na utekelezaji wa sheria 	Hakuna malipo	Muda wowote
Kutoa ushauri / ufafanuzi wa maswala yanayojitokeza kuhusu PPDA 2005 na PPDR 2006	<ul style="list-style-type: none"> Piga simu kwa PPOA Uso kwa Uso Tuma barua pepe Tuma barua kwa PPOA <ul style="list-style-type: none"> Upokeaji Ukamilishaji wa majibu 	Hakuna malipo	Muda wowote Siku 2 Siku 2 Siku 14
Kutoa mwongozo wa sera na stakabadhi za ununuzi zilizoidhinishwa	<ul style="list-style-type: none"> Tuma maombi kwa PPOA Kushusha stakabadhi na sera kutoka tovuti ya PPOA 	Hakuna malipo	Siku 1 Muda wowote
Kufanya mijadala ya mashauriano na washikadau	<ul style="list-style-type: none"> Kushiriki kikamilifu Kutoa habari kuhusu utekelezaji wa ununuzi wa mali ya umma 	Hakuna malipo	Mara moja kwa mwaka au zaidi ikiwezekana
Kufanya uchunguzi kuhusiana na ununuzi wa mali ya Umma	<ul style="list-style-type: none"> Kupuliza kipenga / Kutoa habari Kuleta habari / kutoa malalamishi Unaanzishwa na PPOA 	Hakuna malipo	Mwezi 1
Kuangazia malalamishi na rufaa kuhusiana na ununuzi wa mali ya Umma	<ul style="list-style-type: none"> Toa ombi la kuangaziwa upya kwa kujaza fomu RB1 ndani ya siku 14 tangu: <ul style="list-style-type: none"> Kutokea kwa ukiukaji kabla ya kumpata mshindi wa zabuni Kufahamishwa kuhusu mshindi wa zabuni 	12,000 - 82,000	Siku 30
Kupata nakala ya maamuzi ya Bodi	<ul style="list-style-type: none"> Tuma maombi rasmi Kushusha stakabadhi na sera kutoka tovuti ya PPOA 	Kuanzia 250	Siku 1 Muda wowote
Kuzuia watu kushiriki katika mfumo wa ununuzi wa mali ya umma	<ul style="list-style-type: none"> Kutoa malalamishi rasmi Kupuliza kipenga / Kutoa habari 	Hakuna malipo	Miezi 3

'KUIJITOA KWA STAHA NA UBORA KATIKA UTOAJI WA HUDUMA'
Iwapo huduma yoyote haiambatani na maadili yaliyo hapa juu, piga ripoti kwa;

The Director General
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www.ppoa.go.ke
www.tenders.go.ke

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