

## THE NATIONAL CAMPAIGN AGAINST DRUG ABUSE AUTHORITY SERVICE DELIVERY CHARTER

### OUR VISION

To be lead organization in the campaign against Drug and Substance Abuse in Kenya

### OUR MISSION

To provide leadership on policy development, education regulation, management, program implementation and research coordination on matters pertaining to drug and substance abuse in Kenya.

### OUR COMMITMENT

The organization is committed to serve you promptly with courtesy, honesty and integrity

Services Rendered	Requirements	User Charge	Time line
• Enquires	None	Free	5 minutes
• Response to written correspondence	None	Free	10 days
• Action on request for sensitization	Letter of request	Free for Govt Ministries Sh10,000 for others	14 days on receipt of application
• Provision of IEC materials	On request	- Free - Corporate clients requiring bulk are charged production cost only	Immediately
• Conduct and coordinate research on alcohol and drug abuse			
• Sale of research services			
• Advising customers where to receive/seek treatment	None	Free	15 minutes
• Public education against alcohol and drug abuse	None	Free	On regular basis
• Training of Trainers			
• Counseling addicts and advise to those who seek guidance on how to assist a friend	None	Free	15 minutes

Unsatisfactory service will be discussed with the staff member you first dealt with; if dissatisfied with the outcome, ask to speak to a senior officer.

For suggestions, comments or complaints, please use our suggestion box or email them to [admin@nacada.go.ke](mailto:admin@nacada.go.ke)