



NATIONAL YOUTH SERVICE CUSTOMER SERVICE DELIVERY CHARTER

NO.	SERVICE RENDERED	CLIENT REQUIREMENTS	USER CHARGES KSHS	DURATION
1	Paramilitary Training	<ul style="list-style-type: none"> Minimum K.C.S.E – D Plain 18 – 22 Years old Must be Physically and medically fit or under special category Valid certificate of good conduct 	Medical Fee	6 months
2	National Service	<ul style="list-style-type: none"> Must have completed paramilitary training Commitment to serve the Nation 	Free	6 months to 1 year
3	Technical and Vocational Training	<ul style="list-style-type: none"> Must have successfully completed National Service programme Should possess necessary requirements for a specific course. 	Free	1 – 3 years
4	Hire of Machinery	<ul style="list-style-type: none"> A letter of request for the particular machine needed Make up front payment 	As per the gazetted hire charges	2 days to 5 days upon payment
5	Hire of Transport Services	<ul style="list-style-type: none"> A letter of request of the particular machine needed Make up front payment Specific day for use stated in the request letter. 	As per the gazetted hire charges	2 days to 5 days upon payment
6	Stitching of Uniforms	<ul style="list-style-type: none"> Sign an MOU with NYS Provide materials within the agreed time Provide measurements and the quantity required Make up front payment 	a) Ceremonial dress - Ksh 3,200 per pair b) Working dress - Ksh 550 per pair c) Compact with the jacket - 1,000 per pair	As per the contract
7	Provision of Security Services	<ul style="list-style-type: none"> A letter of request of the particular service to be rendered Sign an MOU with NYS 	a) Kshs 1,250 per serviceman/woman per day	3 days
8	Drilling of Borehole and Casing	<ul style="list-style-type: none"> A letter of request Geo-survey report Approval by relevant agencies Make up front payment 	a) Borehole Kshs 2,610 per meter (dry hire)	3 days
9	Provision of Health Services	<ul style="list-style-type: none"> Presentation of staff, servicemen/women and community members to the health centre 	Free	30 minutes
10	Hansard Course	<ul style="list-style-type: none"> Should possess necessary requirements to undertake the course 	Kshs. 17,000 per student	6 weeks
11	Receiving Goods and Services	<ul style="list-style-type: none"> Valid LPO/LSO • Relevant documents Delivery note • Qualified supplier Invoice 	Free	1 day
12	Payment	<ul style="list-style-type: none"> LPO/LSO S12/S13 • Legal documents 	Free	2 to 3 days
13	Response to Queries	<ul style="list-style-type: none"> Written request whether soft or hard copy 	Free	3 days
14	Communication	<ul style="list-style-type: none"> Phone calls E-mails SMS 	Free	5 minutes

Our Contacts

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MKATABA WA UTOAJI HUDUMA WA SHIRIKA LA KITAIFA LA HUDUMA KWA VIJANA

No.	HUDUMA ZINAZOTOLEWA	MAHITAJI YA WATEJA	GHARAMA (KSH)	MUDA WA KUKAMILISHA
1	Mafunzo ya Kijeshi	<ul style="list-style-type: none"> Uwe na alama ya D katika mthani wa kitaifa wa KCSE Uwe kati ya miaka kumi na nane na ishirini na mbili Usiwe na ugonjwa wowote ama uwe katika kitengo maalum katika usajiri Usiwe na wanaokutegemea 	Ada ya matibabu	Miezi sita
2	Huduma kwa Taifa	<ul style="list-style-type: none"> Uwe umekamilisha mafunzo ya kijeshi Uwe umejitolea kuhudumia taifa 	Hakuna malipo	Kati ya miezi sita na mwaka mmoja
3	Masomo ya Kifundi	<ul style="list-style-type: none"> Uwe umekamilisha mafunzo ya kitaifa kwa vijana Uwe na alama zinazohitajika kwa kozi unauzia kufanya 	Hakuna malipo	Kati ya mwaka mmoja na miaka tatu
4	Ukomboleshaji wa Mashine	<ul style="list-style-type: none"> Barua ya maombi ikielezea mashine unayotaka Lazima ulipe malipo ya kwanza au amana 	Malipo ni kulingana na mwongozo wa serikali dhidi ya ukomboleshaji	Siku mbili hadi tano baada ya kulipa amana
5	Ukomboleshaji wa Gari za Usafiri	<ul style="list-style-type: none"> Barua ya maombi ikielezea gari unayotaka na siku ambazo utatumia Lazima ulipe amana 	Malipo ni kulingana na mwongozo wa serikali dhidi ya ukomboleshaji	Kati ya siku mbili hadi tano baada ya kulipa amana
6	Kushona Sare	<ul style="list-style-type: none"> Lazima kuwe na maafikiano kati yako na Shirika la Kitaifa la Huduma kwa Vijana. Uwe umepeana nyenzo kwa wakati unaohitajika Uwe umepeana vipimo na idadi inayohitajika Lazima ulipe amana 	a) Nguo za sherehe - Ksh. 3,200 kwa jozi b) Nguo za kufanya kazi - Ksh. 550 kwa jozi c) Nguo za kufanya kazi na koti - Ksh. 1,000 kwa jozi	Kulingana na maafikiano
7	Utoaji wa Huduma ya Usalama	<ul style="list-style-type: none"> Barua ya maombi ikielezea huduma unayohitaji Lazima kuwe na maafikiano kati yako na Shirika la Kitaifa la Huduma kwa Vijana. 	a) Ksh. 1,250 kwa kila mhadumu kwa siku	Siku tatu
8	Uchimbaji wa Visima	<ul style="list-style-type: none"> Barua ya maombi Ripoti ya uchunguzi kutoka kwa mtaalamu wa maji Ruhusa kutoka kwa idara husika Lazima ulipe amana 	Uchimbaji wa visima – Sh 2,610 kwa mita moja	Siku tatu
9	Kutoa Huduma ya Afya	<ul style="list-style-type: none"> Uwasilishaji wa wafanyakazi, vijana wahudumu na jamii kwenye kituo cha afya 	Hakuna Malipo	Dakika thelathini
10	Upokeaji wa bidhaa na Huduma	<ul style="list-style-type: none"> Hati halali ya LPO au LSO Hati halali ya utoaji Hati ya madai yaani ankara Uwe umehitimu kama mtoaji huduma 	Hakuna Malipo	Siku moja
11	Malipo	<ul style="list-style-type: none"> Hati ya LPO au LSO Hati halali za serikali 	Hakuna Malipo	Kati ya siku mbili hadi tatu
12	Mawasiliano na Rasilimali wato	<ul style="list-style-type: none"> Ombi limechapiswa au kuandikwa 	Hakuna Malipo	Siku tatu
13	Majibu ya Mawasiliano	<ul style="list-style-type: none"> Mawasiliano kupitia buna 	Hakuna malipo	Siku tano
14	Mawasiliano ya Simu	<ul style="list-style-type: none"> Simu Ana kwa ana 	Hakuna malipo	Dakika tano

Wasiliana Nasi

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Au

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