

NATIONAL CONSTRUCTION INDUSTRY COUNCIL (NCIC) SERVICE CHARTER

OUR SERVICE STANDARDS

The Council shall:

- Be courteous and helpful to all our customers and stakeholders
- Answer telephone calls promptly and provide feedback within 10 minutes
- Attend to our customers without undue delay after arriving in our offices
- Attend to scheduled meetings punctually and effectively; and timely communicate to our customers in instances where scheduled meetings have been postponed or cancelled
- Respond to written correspondences within five working days of receipt, if more time is needed to act on an issue, we commit to inform our customers about the same
- Gazette all regulations, rules and guidelines and publish on our website

	SERVICE	REQUIREMENTS	FEES	DURATION
1	REGISTRATION OF APPLICANTS			
i	Assessment of applications Notification of the Board's decision	<ul style="list-style-type: none"> • Submission of duly completed forms • Provide consent to a verification visit • Valid contact details • Payment of scrutiny fees 	Varies depending on the category	Within 38 working days
ii	Issuance of registration certificate	<ul style="list-style-type: none"> • Provision of approval letter from the Board • Payment of registration fees 	Varies depending on the category	Within 14 working days
iii	Renewal of registration certificate	<ul style="list-style-type: none"> • Valid Tax Clearance Certificate • Valid permits or relevant certificates with professional boards or institutions • Payment of renewal fees 	Varies depending on the category	Within an hour
iv	Avail updated register of firms in the construction industry to the public - Provide list of firms upon request	<ul style="list-style-type: none"> • Submission of request (anyhow) 	Free	<ul style="list-style-type: none"> • Requests – immediately

	<ul style="list-style-type: none"> - Upload on website - Deposit with Minister 	<ul style="list-style-type: none"> • Internet access 	Free	<ul style="list-style-type: none"> • Website – Monthly
		<ul style="list-style-type: none"> • Access to Minister’s Office 	Free	<ul style="list-style-type: none"> • Minister’s office – Quarterly
	<ul style="list-style-type: none"> - Publish in newspaper/gazette 	<ul style="list-style-type: none"> • Access to newspaper/gazette 	Free	<ul style="list-style-type: none"> • Once a year
2	COMPLAINTS HANDLING			
i	Acknowledge receipt of complaints	<ul style="list-style-type: none"> • Submission of formal complaint <ul style="list-style-type: none"> - Letter - Complaint form 	Free	Within 5 working days
ii	Provide feedback on complaint	None	Free	Within 14 working days
3	DISPUTE RESOLUTION			
i	Mediate over disputes	<ul style="list-style-type: none"> • Submission of written request • Availability for meetings/discussions 	Free	Varies depending on nature of issue
4	TECHNICAL ADVISORY SERVICES			
i	Provide technical advice on construction related matters	<ul style="list-style-type: none"> • Submission of request 	Free	<ul style="list-style-type: none"> • Telephone – Immediately • Email - within 3 working days • Letter – within 5 working days
5	ENFORCEMENT			
i	Conduct re-assessment for lifting of stop order	<ul style="list-style-type: none"> • Submission of request • Submission of evidence of fulfilment of requirements 	Varies	Within 5 working days
6	PROJECT REGISTRATION			
i	Register Projects	<ul style="list-style-type: none"> • Submission of project details <ul style="list-style-type: none"> - Filled forms - Letter 	Free	Within 3 working days
7	PROVISION OF TRAINING SERVICES			
i	Foremanship	<ul style="list-style-type: none"> • Submission of application forms • Pass entrance examinations 	<ul style="list-style-type: none"> • Residential – K350, 000 • Non-Residential – K300, 000 	12 months

		<ul style="list-style-type: none"> • Registration for classes • Payment of fees 		
ii	Short Courses	<ul style="list-style-type: none"> • Submission of registration forms • Payment of fees 	Varies	1 week
iii	Continuous Professional Development (CPD)	<ul style="list-style-type: none"> • Submission of registration forms • Payment of fees 	Varies	1 week
iv	Orientation programme	<ul style="list-style-type: none"> • Submission of application forms • Payment of fees 	K10, 000	1 working day
V	Tailor-made courses	<ul style="list-style-type: none"> • Submission of request • Agreement to the terms of reference (TORs) • Payment of fees 	Varies depending on nature of course	Varies
8	RESPONSE TO INQUIRIES			
I	Responding to general inquiries	<ul style="list-style-type: none"> • Sending an inquiry 	Free	<ul style="list-style-type: none"> • Telephones – within a minute • Email – within 3 working days • Letters/Questionnaires – within 5 working days
li	Attending to visitors	<ul style="list-style-type: none"> • Cooperation from the stakeholder 	Free	Within 5 minutes of arrival

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN OUR SERVICE DELIVERY

To help us continuously improve services, we encourage stakeholders to lodge complaints and their dissatisfaction or compliments of our services to the address below:

The Chief Executive Officer
 National Construction Industry Council (NCIC)
 Private Bag A146, Lilongwe 3.
 Phone: +265 1 725 564
 Email: ncic@ncic.mw
www.ncic.mw