

To: Our Esteemed Service Users

**INTERRUPTION OF ON-SITE SERVICES DURING THE COVID-19
MINIMAL SOCIAL CONTACT PERIOD 16th March 2020 - 16th April 2020**

We have received and treat with utmost seriousness the directives from the government of the Republic of Kenya in response to the global COVID-19 situation. The directive includes staff working remotely except for essential services to minimise opportunities for new infections and spread of the virus.

In a bid to implement these measures we wish to bring to the attention of the users of our services and the public that we have applied a Business Continuity Plan (BCP) giving priority to the safety and health of our most valuable resource, the NCIA staff and their families while servicing operations.

As a result we **SUSPEND** public visits to the offices of the NCIA for any purpose between **16th March 2020 and 16th April 2020** as we will only maintain minimal on-site function. We urge parties and any persons requiring our services during this period to contact us via the following emails;

- General enquiries: ***info@ncia.or.ke***
- Case administration services: ***victoria.kigen@ncia.or.ke*** and ***alex.mwaniki@ncia.or.ke***
- Training & Advisory Services: ***lorna.kerubo@ncia.or.ke***

For pre-existing cases, we urge the respective tribunals, arbitrator, mediator, or adjudicator to consider applicable provisions of the Rules and engage parties for possible remote e-enabled procedures, enlargement or extensions of time. The Registrar will whereby empowered in the Rules and presented with situations requiring such intervention consider each case on it's own merits.

Meanwhile the NCIA secretariat will to the extent possible continue to offer our services remotely and remain on email and telephone contact during normal working hours as will our office contact and email numbers.

For any pre-booking of our ADR/Arbitration hearing facilities please contact **Ms. Victoria Kigen** via ***victoria.kigen@ncia.or.ke*** for cancellation and rescheduling.

The government of the Republic of Kenya continues to update on the COVID-19 pandemic as the situation evolves. As such we will review our measures and communication to keep in step with emerging advisory.

This measure is effective **midnight 16th March 2020 to 16th April 2020** or until otherwise communicated via official email and social media channels.



L. Muiruri Ngugi
Registrar/CEO