



REPUBLIC OF KENYA

**EXECUTIVE OFFICE OF THE PRESIDENT  
OFFICE OF THE PRIME CABINET SECRETARY  
& MINISTRY OF FOREIGN AND DIASPORA AFFAIRS**

**CITIZENS' SERVICE DELIVERY CHARTER**

**Vision**

One government delivering quality public services to all Kenyans

**Mission**

To effectively coordinate and oversee national government operations and project, promote and protect Kenya's interests and image globally.

**Core Values**

Whole-of Government Approach, Open Government, Patriotism, Professionalism, Inclusivity, Teamwork, Innovativeness, Citizen-Centric, National Unity & Integrity.

S/NO	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
1.	Response to phone calls	Phone call	Nil	30 seconds
2.	Response to enquiry by walk-in clients	Walk in and make enquiry	Nil	Within 5 Minutes
3.	Response to correspondence and request for information	Make request/ Written correspondence (Letters)	Nil	Within 5 Working Days
		Email and social media (X(Twitter), Facebook and YouTube)	Nil	1 Working Day
4.	Response and resolution to public complaints	Make a verbal or written complaint	Nil	14 Working Days
5.	Processing of tenders	Submit bids for goods and services	Nil	90 Days
6.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Nil	1 working day
7.	Payment of goods and services	LPO/Invoice, Certificate of Completion/ Goods/Services received, purchase/service order, delivery notes, inspection & acceptance certificate	Nil	30 days upon receipt of requisite documents
8.	Provide Information on National Government programmes, projects and policies	Make verbal or written request for information	Nil	Immediate/As per the request
9.	Authentication of documents for use abroad	Receipt of request and requisite documents	Ranges from Kshs 250 to Kshs 650 per document	Within three (3) working days
10.	Conclude host country agreements' treaties and MoUs	Receipt of request Cabinet approval Parliamentary approval	Nil	Within three (3) months upon Cabinet Approval
11.	Responding to Kenyan Diaspora distress cases and relaying information of demise	Passport/identification document, exact location and contact details, official communication from the family, missions/embassy involved, Employment contract of the distressed (where applicable).	Nil	Within Two (2) weeks; For responses that need extensive consultation an initial reply is given stating when full response should be expected
12.	Provide Information on Government Legislative Agenda	Formal request	Nil	Within 5 working days

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service/good rendered 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:

**Office of the Prime Cabinet Secretary & Ministry of Foreign & Diaspora Affairs**

Railways Building Block A  
P.O Box 62345 - 00100 - Nairobi, Kenya  
Telephone: +254-020-2227411  
Facebook: @officePCS\_KE  
X: @officePCS\_KE  
Email: complaints@primecs@go.ke

Website: www.primecs.go.ke

**The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice**

2nd Floor, West End Towers, Waiyaki Way, Nairobi.  
P.O. Box 20414-00200 Nairobi  
Tel: +254 (0)20 2270000/2303000  
Email: feedback@ombudsman.go.ke

**HUDUMA BORA NI HAKI YAKO**