



OFFICE OF THE DEPUTY PRESIDENT STATE DEPARTMENT FOR CABINET AFFAIRS

CITIZENS' SERVICE DELIVERY CHARTER

Vision

Excellence in implementation of Government policies

Mission

To oversee the implementation of cabinet decisions, strategic Government initiatives and public sector reforms through effective coordination for transformative and inclusive growth.

Core Values

- ✓ Whole of Government Approach
- ✓ Good Governance
- ✓ Professionalism
- ✓ Cultural Transformation
- ✓ Equality and Equity

A. COMMON SERVICES

No	Customer Support Services	Customer Requirement (s)	Cost of Service/Good (if any)	Time
1	Response to phone calls (landline or any other official line)	Phone call	Free	3 rings
2	Response to enquiry by walk in clients	Walk in and make the enquiry	Free	1 minute
3	Response to correspondence	Written correspondence (Letters) Email and social media (Twitter, Facebook & YouTube)	Free	5 working days 1 working day
4	Response to public complaints and grievances	Make a formal complaint	Free	14 working days
5	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6	Registration of suppliers	Duly filled application form, company profile, certificate of incorporation/ registration, PIN Certificate, valid Tax Compliance/ exemptions, original bank statements, copy of certificate of registration with relevant regulatory bodies. Non-refundable fee payment receipt Copies of annual return forms filled by company registry National ID/Passport	Free	14 working days
7	Processing of tenders	Submit bid for goods and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment of goods and services	Duly signed Purchase Order (PO)/Invoice/ Delivery note, Certificate of Completion of works/services	Free	60 days from the date of receipt of the invoice
10	Disposal of obsolete stores	Submission of bids	Kshs.1,000	60 days from the date of advertisement
11	Public participation in policy making process	Familiarisation with issues and active participation	Free	1 working day
12	Recruitment of staff	Make formal application based on the advert	Free	90 working days
13	Processing of request for information	Make a formal request for information	Free	21 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 both of the following:

Principal Secretary

State Department for Cabinet Affairs,
Harambee House Annex, Harambee Avenue,
P. O. Box 74434- 00200, Nairobi,
Tel. No.: 254 (0)20-3247000 | E-mail: ps@cabinetaffairs.go.ke | Web: https://www.cabinetaffairs.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