



Citizens' Service Delivery Charter

Vision

"Transformative leadership for a transparent and accountable Presidency"

Mission

"Facilitate the President to provide leadership and policy direction for national prosperity."

No.	Service/Good	Requirements to obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Response to phone calls	• Make a phone call	Free	Within the fifteen (15) seconds
2.	Response to enquiry by walk-in client	• Clear enquiry	Free	Within one (1) minute
3.	Response to correspondence	• Written correspondence (letters, email, fax messages, social media)	Free	• Acknowledgement within one (1) working day for emails and social media • Acknowledgement within two (2) working days for others • Detailed response/report within five (5) working days
4.	Appointment with H.E the President	• Formal request	Free	Notification within fourteen (14) days upon receipt of request
5.	Admission and access to State House and State Lodges	• Clear communication of the nature of business • Valid personal identification documents • Gate pass	Free	Within ten (10) minutes of arrival at the designated/appropriate gate.
6.	Facilitate participation in State House events	• Invitation card/letter • Valid personal identification documents	Free	Ten (10) working days to the date of the event
7.	Strategic policy support to Ministries, Departments, Agencies & Counties (MDACs)	• Formal request	Free	Continuous
8.	Dissemination of information to the public and to media stakeholders	• Official email addresses from the media • Formal request for media material	Free	• Within one (1) hour post event • Within twenty-four (24) hours post event for media material
9.	Accreditation of external media personnel to cover events	• Response to media invite • Letter from sponsoring media organization • Valid personal identification documents • Press badge	Free	• Within one (1) hour for short notice events • Within twenty-four (24) hours for planned events
10.	Processing of tenders/quotation for supply of goods, works and services	• Submission of bids	Free	As specified in the tender/quotation documents
11.	Payment for goods/services rendered	• Valid Contract • Original invoice • Original signed delivery note • Signed Purchase/Service Order • Valid Tax Compliance Certificate • Completion Certificate • Other relevant document as guided	Free	Within sixty (60) working days after delivery of goods/services
12.	Resolution of complaints	• Lodge a complaint • Fill customer complaint management register	Free	• Acknowledgement within two (2) working days upon receipt • Action taken communicated within fourteen (14) working days of receipt
13.	Processing of request for information	Make a request for information	Free	Within twenty one (21) 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:

The Comptroller of State House,
State House
P.O. Box 40530-00100, NAIROBI
Tel. No.: +254 (0) 202227436
Fax No.: 2250264
Email: comptroller@president.go.ke
Website: www.president.go.ke

The Commission Secretary/Chief Executive Officer,
Commission of Administrative Justice
2nd Floor, West End Towers, Waiyaki Way, Nairobi
P.O. Box 20414-00200, NAIROBI
Tel. No.: +254 (0)20 2270000/2303000
Email: feedback@ombudsman.go.ke



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[@StateHouseKenya](https://twitter.com/StateHouseKenya)
[@state.house.kenya](https://www.instagram.com/state.house.kenya)

[@the20190000000000000000](https://www.youtube.com/channel/UCthe20190000000000000000)
[@the20190000000000000000](https://www.youtube.com/channel/UCthe20190000000000000000)
feedback@president.go.ke

"HUDUMA BORA NI HAKI YAKO"

