



# STATE HOUSE

## Citizens' Service Delivery Charter



### VISION

An effective, efficient, accountable and inspirational Presidency

### MISSION

Facilitate the President in providing leadership, co-ordination, oversight of Government and promotion of good governance for sustainable socio-economic development

## STATE HOUSE CITIZENS' SERVICES DELIVERY CHARTER

No.	SERVICE / GOOD	REQUIREMENTS TO OBTAIN SERVICE / GOOD	COST OF SERVICE / GOOD (IF ANY)	TIMELINE
1.	Verbal response to enquiry / communication	Clear enquiry/ communication	FREE	Within five(5) minutes
2.	Written response to enquiry / communication	Formal request (email, letters, fax messages)	FREE	<ul style="list-style-type: none"> <li>Acknowledgement within one(1) day for emails</li> <li>Acknowledgement within two(2) days for other types of correspondence</li> <li>Detailed response / report within five(5) working days</li> </ul>
3.	Answering telephone calls	Make telephone call	FREE	Within the first three(3) rings
4.	Receiving visitors	Gate pass	FREE	Within five(5) minutes of arrival
5.	Handling of customer complaints	Written submissions and / or fill customer complaints management register	FREE	<ul style="list-style-type: none"> <li>Acknowledgement within two(2) working days upon receipt</li> <li>Action taken communicated within ten(10) working days of receipt</li> </ul>
6.	Appointment with the president	Written requests	FREE	Notification within fourteen(14) days of receipt of request
7.	Determination of Presidential Petitions	Written requests	FREE	Within seven(7) working days of receipt of petition.
8.	Invitation to participate in State House functions	<ul style="list-style-type: none"> <li>Invitation card / letter</li> <li>Personal identification documents</li> </ul>	FREE	Ten(10) working days to the date of the function
9.	Admission and access to State House premises	<ul style="list-style-type: none"> <li>Clear communication of the nature of business</li> <li>Personal identification documents</li> </ul>	FREE	Within ten(10) minutes of arrival at the designated / appropriate gate
10.	Management of access to information	Submission of formal requests	FREE	48 hours for request assessed and classified as urgent Within ten(10) days for all other requests
11.	Award of tenders for the supply of goods, services to State House	Contract, local purchase / service works and order	FREE	As specified in the tender documents
12.	Payment for goods / services rendered	<ul style="list-style-type: none"> <li>Original invoices,</li> <li>Signed delivery notes,</li> <li>Signed purchase / service order</li> </ul>	FREE	Ideally within thirty(30) days after delivery of goods / rendering service
13.	Dissemination of information from State House	Personal initiative to access information from State House Media Platforms	FREE	Within thirty minutes of the event / decision / communication
14.	Accreditation of the external media to cover State House functions	<ul style="list-style-type: none"> <li>Response to media invite and / or request for accreditation duly approved by the sponsoring media firm / organization</li> <li>Personal Identification Documents</li> </ul>	FREE	Within twenty four(24) hours

### COMMITMENT ON STANDARDS OF OUR SERVICES

We are committed to render the highest standards of services to our clients in fulfillment of the Presidential Mandate.

### PROVISION OF GENERAL INFORMATION

State House shall continuously provide relevant information as provided by the Law through the appropriate media.

### OUR MOTTO: *Excellent Service; Transforming the Nation*

### 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 upto 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: +254 (0) 202227436  
Email: comptroller@president.go.ke

The Commission Secretary / CEO, Commission Of Administrative Justice  
2ndFloor, West End Towers Waiyaki Way, Nairobi.  
P.O. Box 20414 - 00200 Nairobi.  
Tel: +254 (0) 202270000 / 2303000  
Email: complain@ombudsman.go.ke

***"Huduma Bora Ni Haki Yako"***