

REPUBLIC OF KENYA

Ministry of Foreign Affairs

CITIZENS SERVICE DELIVERY CHARTER

VISION

A peaceful, prosperous and globally competitive Kenya

MISSION

To project, promote and protect Kenya's interests and image globally and contribute towards a just, peaceful and equitable world

CORE VALUES

Customer focus, Patriotism, Professionalism, Ethics and Integrity, Equity and Fairness

S/No	Service/Good	Requirements to	Cost of a	Timeline
1	Authenticate	obtain a Service/GoodReceipt of request and	Service/Good Ranges from	• IXVitlain form (1) reconstring a dorra
	documents	requisite documents	Ksh.100 to Ksh.2000	• Within four (4) working days
2.	Lobby for Kenya's		Nil	• At least six (6) months before
	candidatures to policy organs of	where applicable.Existence of vacancy		election/appointment date for Kenyan
	major international			candidates/ Event's date.
	organizations, international	where necessary		Callatatos/ Livelle 5 date.
	conferences,	Declaration of interestEligibility		
	meetings and events.			
3.	Conclude host	Receipt of requestCabinet approval	Nil	• Within three (3) months upon Cabinet
	country agreements'	 Parliamentary 		Approval
	treaties and MoUs	approval		
4.	Payment of goods	 Purchase/Service Order 	Ni1	• Within (14) working days upon
	and services	• Delivery		receipt of requisite documents.
		note/Certification of		
		serviceInspection		
		notes/Certification of		
		serviceReceipt vouchers		
		 Invoices/Demand notes 		
5.		• Receipt of request	Nil	• Within two (2) working days upon
	applications for Kenya Government	• Valid documentation and proof of payment		receipt of the request
	officials travelling			
	on official duty	applicable		
6.		• Request of information	Nil	• Promptly / Within one (1) working
	information on Variation in the second of t	where applicable		day
	Kenya's foreign policy			• For queries requiring extensive consultation an initial reply shall be
				given indicating when full response
				should be expected
7.	Provide	• Receipt of request	Nil	• Within five (5) working days.
	responses/statements			• For queries requiring extensive
	to Parliamentary			consultation an initial reply shall be
	questions			given indicating when full response
Ω	Facilitate processing			should be expected. Nithin thirty (20) weekling down upon
	Facilitate processing of tax exemptions	 Receipt of request and requisite 		• Within thirty (30) working days upon receipt of request
	for diplomatic	documents		
	entities			
9.	Respond to	Receipt of	Nil	• Within three (3) rings
	telephone calls and correspondences	correspondences		• Within five (5) working days for
	(letters, note			letters and note verbales • Within two (2) working days for
	verbales, emails			• Within two (2) working days for emails
	e.t.c)			• For complex issues, will give initial
				reply of when full response should be
				expected.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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:

Principal Secretary

Ministry of Foreign Affairs

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Commission Secretary/CEO, Commission of

Administrative Justice

2nd floor, West End Towers, Waiyaki Way, Nairobi

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"HUDUMA BORA NI HAKI YAKO"