



REPUBLIC OF KENYA

**EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF THE PRIME CABINET SECRETARY AND MINISTRY OF
FOREIGN AND DIASPORA AFFAIRS
STATE DEPARTMENT FOR PARLIAMENTARY AFFAIRS**

CITIZENS' SERVICE DELIVERY CHARTER

NO.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 Seconds
2.	Response to enquiry by walk-in clients	Walk-in and make an enquiry	Free	1 Minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 Working Days
		Email and social media (X, Facebook & You Tube)	Free	1 Working Day
4.	Response to public complaints and grievances	Make a complaint	Free	1 Working Day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working Days
6.	Review of Policy proposals	Formal request	Free	14 Working Days
7.	Initiate the review of GLA coordination Tools	Formal request or expiration of timelines	Free	14 Working Days
8.	Preparation of Policy & Legislative advisories	Upon request	Free	14 Working Days
9.	Preparation of Monitoring and Evaluation Framework Implementation report.	Filing of a request template	Free	14 Working Days
10.	Dissemination of GLA coordination tools and frameworks	Upon request	Free	14 Working Days
11.	Registration of Suppliers	Submit eligibility documents as per supplier registration guide	Free	Continuous
12.	Processing of tenders	Submit bids for good and services	Free	Within 90 Days
13.	Notifications of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working Day
14.	Payment for goods and services received	LPO/ Invoice Certificate of Completion/ Goods/ Services Received	Free	Within 60 days from the date of receipt of the invoice.
15.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
16.	Public participation in policy-making process	Request for public participation	Free	1 Day
17.	Staff recruitment	Make formal application based on the advert	Free	90 Days
18.	Facilitation of Industrial attachment	Submit a formal letter and proof of eligibility	Free	Within 7 Working Days
19.	Processing of request for information	Make a request for information	Free	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:

Principal Secretary
State Department for Parliamentary Affairs
1st Floor, Railways Building, Haile Selassie Avenue, Block A
P.O Box 8448-00200, Nairobi.
Tel: +254 (0)20 2214482

Or

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: +254 020 2270000/2303000
Email: complain@ombudsman.go.ke

Email: Complaints@parliamentaryaffairs.go.ke

✉ : @ParlAffairsKE

🌐 : State Department for Parliamentary Affairs

🌐 : <https://www.parliamentaryaffairs.go.ke>

EXCELLENT SERVICE IS YOUR RIGHT

Harmony in Service Delivery