REPUBLIC OF KENYA

MINISTRY OF EAST AFRICAN COMMUNITY (EAC), THE ASALS & REGIONAL DEVELOPMENT

STATE DEPARTMENT FOR EAST AFRICA COMMUNITY AFFAIRS

CITIZEN SERVICE DELIVERY CHARTER

CITIZEN SERVICE DELIVERY CHARTER

1.0 Vision

"A champion on regional integration for socio-economic and political transformation of all Kenyans".

2.0 Mission

"To deepen and widen EAC Integration by coordinating the formulation and implementation of EAC Integration policies, programmes and projects".

3.0 Foreword

This Service Delivery Charter is a declaration of our commitment to serve our clients, customers and stakeholders with total dedication for effective and efficient delivery of services to All Kenyans.

Through this charter, the State Department for East African Community Affairs expects to enhance the level of awareness of the State Department's role in the overall facilitation of EAC integration process as well as the rights and obligations of our clients.

This Service Charter marks a new beginning in our endeavour to improve service delivery. We request our Clients and Stakeholders to continuously give us feedback on the efficiency and effectiveness of our services to enable us improve on provision of services.

4.0 Purpose

This Service Charter is aimed at enlightening stakeholders on the; mandate, core functions, core activities and values, the services we offer and the standards we are committed to uphold to continuously satisfy our clients. The charter also provides mechanisms for compliments, complaints and redress for clients. The feedback received from clients will assist in evaluating our performance to ensure continuous improvement in the provision of services.

5.0 Mandate

The Executive Order No. 2 of 2023 on Organization of the Government of the Republic of Kenya assigns the State Department for East African Community Affairs (SDEACA) the following functions:

i. Policy on East African Community;
ii. Implementation of the Treaty for the Establishment of the East African Community;
iii. Negotiation and Implementation of EAC protocols;
iv. Develop and Implement policies and programmes to fast-track regional integration;
v. Co-ordination of Implementation of EAC Regional Programmes and Projects;
vi. Co-ordination of Government 's Participation in East African Community Affairs;
vii. Domestication of regional agreements in all areas;

viii. Monitor Implementation of Summit and Council Directives/Decisions;
ix. Sustainable development of Lake Victoria Basin and other shared resources;
x. East African Community Organs and Institutions;
xi. Create awareness on the aspiration of East African Community Integration;
xii. Promote public participation in the EAC Integration Process;
xiii. Monitoring and Evaluation of the Implementation of Northern Corridor Development; and
xiv. Provide Secretariat Services during Ministerial and Heads of State Summit Meetings.

6.0 Core Values

The State Department commits to uphold all Public Service values as stipulated in Chapter Six and Articles 10 and 232 of the Constitution of Kenya, Public Service Human Resource Manual and Public Officer Ethics Act 2003. In order to realize the Vision and Mission, the State Department will particularly be guided by the following core values:

i. **Customer focus:** The State Department is committed to uphold customer driven and focused service delivery.
ii. **Results-Oriented:** The State Department shall relentlessly pursue timely attainment of targeted results at all levels through high level of coordination and networking
iii. **Teamwork:** The State Department shall promote collaborative efforts of all actors to achieve a common goal.
iv. **Professionalism and Ethical practices:** All staff shall uphold high moral standards and professional competence in service delivery.
v. **Participation and Inclusiveness:** The State Department is committed to consultations, joint and comprehensive partnership in all its affairs.

7.0 Our Customers

Our customers are as listed below:

- All Kenya Citizens
- The National Assembly
- The EAC Organs and Institutions
- EAC Partner States
- Government Ministries and Departments
- County Governments
- All State Corporations and Statutory Boards
- Business community
- Civil society organizations
- Research institutions
- The Academia
- The Media
- Development Partners
- Regional economic blocs
- The general public

8.0 Obligations and Commitment

The State Department is obliged and committed to uphold professionalism by all means including in the following ways:

- **Access to Information and Confidentiality**: Provide consistent, accurate and impartial information in a timely manner. Respect and protect the confidentiality of any information provided by stakeholders;
- **Communication**: Use clear language and pay due attention to respect and personal dignity;
- **Enquiries**: Respond promptly and efficiently to requests for service;
- **Courtesy**: Be friendly, approachable and professional;
- **Integrity**: Observe integrity and ethics at the workplace.

9.0 Standards

The State Department commits to uphold the following standards:

- **Reception**: Customers will be served promptly and handled with respect;
- **Communication**: Respond to enquiries, written correspondences and e-mails promptly;
- **Services**: Provide accessible, quality and timely services to all;
- **Procurement**: Procure goods and services in accordance with Public
- Procurement and Assets Disposal Act, 2015 and Regulations within set timelines;
- **Payment**: All payments will be processed upon receipt of claims/invoices with all supporting documents or as specified in the terms of the contract; and
- **Stakeholder participation:** Promote stakeholder participation.

10.0 Customer Rights

Our customers are entitled to the following:

- **Information**: Access to accurate information and feedback as provided in Access to Information Act, 2016;
- **Identification**: Know the identity of officer(s) serving them;
- **Confidentiality**: Be guaranteed of utmost confidentiality in the treatment of personal and other information provided to our officers unless otherwise expressly allowed by the customer (through consent) or as provided by law;
- **Enquiries**: Get prompt response on enquiries;
- **Courtesy**: Be treated with respect;
- **Services**: Quality and timely services; and
- **Payments**: Timely processing of disbursements and payments for goods delivered and services rendered.

11.0 Compliments and Complaints:

Compliment, raise issues, observations, suggestions and complaints to the office in person or by representation, through formal letters, State Department's social media platforms, State

Department's website and e-mail account, telephone calls on designated telephone lines or Public complaints and corruption prevention boxes placed at various accessible locations including the State Department headquarters, the One Stop Border Posts (OSBPs) or any other relevant Government Agencies.

12.0 Customer Obligations

Customers are expected to:

- **Information**: Provide accurate and timely information to facilitate provision of better services. Where called upon to provide information, customers are expected to disclose and produce all relevant information, feedback, records and documents;
- **Courtesy and respect**: Be courteous and respectful to the Ministry's staff;
- **Rules and regulations**: Acquaint themselves with the rules and regulation and other legal instruments which govern the operations of the Ministry;
- **Payment of fees**: Demand receipt upon payment of any monies that may be charged for the services rendered by the Ministry;
- **Punctuality**: Attend meetings and honor appointments as scheduled;
- **Fighting Corruption**: Support the State Department to combat corruption by not engaging in corrupt practices or offering/receiving inducements in return for services. Customers are also expected to report any cases of corruption to the Principal Secretary, State Department for EAC Affairs or any other relevant authority.

13.0 Feedback Mechanism

We welcome feedback and suggestions for improvement of our services. Customer feedback should be directed to the Principal Secretary through formal letters, State Department's social media platforms, State Departments website and e-mail address, telephone calls on designated telephone lines or Public complaints and corruption prevention boxes placed at accessible locations within the State Department's HQ, One Stop Border Posts (OSBPs) and relevant Government Agencies.

14.0 Review of the Charter

We will in consultation with our stakeholders, review this service charter as and when necessary to ensure sustainability of efficiency and effectiveness in service delivery.

We commit ourselves to serve you effectively, efficiently, with courtesy, honesty and integrity.

Contacts for feedback, complaints and grievance redress:

Principal Secretary
State Department for East African Community Affairs
Co-op Bank House Building
Haile Sellassie Avenue
P. O. Box 8846-00200, Nairobi
Tel: +254-020-2245741/2211614/ 2245752/
Email: ps@meac.go.ke

The Commission Secretary/ Chief Executive Officer
Commission on Administrative Justice
West End Towers 2nd Floor
Waiyaki Way, Nairobi
P.O. Box 20414-20200 Nairobi
Tel: +254(0) 202270000/2393000
Email: complain@ombudsman.go.ke

CITIZEN SERVICE DELIVERY CHARTER				
S/No	**Services Rendered**	**Client Requirements**	**Cost of Service/Good to Client (Kshs)**	**Timeline**
1.	Verbal Response to Enquiry or Communication	Clear Enquiry of Communication	Free	5 Minutes
2.	Written Response to Enquiry or Communication	Letter/Email Communication on Enquiry or Formally received	Free	5 Working Days
3.	Advisory Services on EAC integration process and Northern Corridor Integrated Projects (NCIP)	Written Enquiry or Communication Formally Received	Free	5 Working Days
4.	Hold consultative meetings on Northern Corridor Integrated Projects (NCIP)	Written formal	Free	10 Working Days
5.	Communicate Directives, Decisions and resolutions of meetings	Formal request	Free	3 Working Days
6.	Participate in meetings/activities	Formal request, Background paper, agenda, minutes/report of previous meetings	Client to meet the cost of logistics as per the prescribed rates	3 Working Days

7.	Capacity building on EAC integration	Formal request received 15 working days before date of capacity building	Client to meet the cost of logistics as per the Prescribed rates	5 working days
8.	Review implementation of projects and programmes	Project Plan	Free	As need arises
9.	Technical support on EAC Integration	Formal Request	Client to meet cost of logistics	5 Working Days
10.	Receipts of goods and services	Merchant to have delivered goods as stipulated in the contract and with adherence to laid down rules and procedures	Free	Immediate within 1 day upon delivery
11.	Notification of outcome of Tendering process	Merchants/consultants to have participated and submitted their tender documents	Free	Within 30 days after opening Tender documents
12.	Payments to suppliers for goods and services	Merchant to have delivered goods as stipulated in the contract and submitted supportive documents	Free	Within 30 days upon receipt of invoice(s) and other supportive documents from supplier/service provider subject to availability of IFMIS and Exchequer Provisioning

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standard or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

Principal Secretary **State Department for East Africa Community Affairs** Co-op. Bank House Building Haile Selassie Avenue P. O. Box 8846-00200, Nairobi Tel: +254-020-2245741 Email: ps@meac.go.ke	**The Commission Secretary/** **Chief Executive Officer** **Commission on Administrative Justice** West End Towers 2nd Floor Waiyaki Way, Nairobi P.O. Box 20414-20200 Nairobi Tel: +254(0) 202270000/2393000 Email: complain@ombudsman.go.ke