



**THE PRESIDENCY  
OFFICE OF THE DEPUTY PRESIDENT**

**SERVICE CHARTER**

**VISION**

Excellence in national leadership for a united, secure globally competitive and prosperous Kenya

**MISSION**

To provide overall leadership and policy direction in the management of public affairs for national prosperity

**CORE VALUES**

- Efficiency and effectiveness
- Accountability
- Team spirit
- Transparency
- Professionalism
- Patriotism
- Integrity
- Responsiveness
- Inclusivity
- Fairness

No.	Services	Customer Obligations	User charges	Timelines
1.	Provision of strategic leadership and coordination of MCDAs and other stakeholders	Report issues and provide clear information	None	As need arises
2.	Disseminate information on the Deputy President's official engagements through the electronic and print media	<ul style="list-style-type: none"> <li>• Make requests for the information</li> <li>• Honour invitations to the functions</li> <li>• Accuracy in reporting</li> </ul>	none	<ul style="list-style-type: none"> <li>• For news – immediate</li> <li>• Documentary/ Feature – 1 week</li> </ul>
3.	Support in the development of policy or legislative proposals	Make request for support	none	Dependent on nature and complexity of the matter
4.	Answering incoming calls	Make the call	None	Within three rings
5.	Response to telephone call enquiries	<ul style="list-style-type: none"> <li>• Accurate and precise information</li> <li>• Treat officers with courtesy and respect</li> </ul>	None	Immediate
6.	Response to letters and emails	Submit clear and accurate letters and/or emails	None	Within five (5) working days for letters Within three (3) working days for emails
7.	Attending to visitors at the front office	<ul style="list-style-type: none"> <li>• Avail valid identification documents e.g. IDs, passport, or a driving license</li> <li>• Patient, polite and cooperative</li> </ul>	None	Within five (5) minutes
8.	Procurement of goods and services	<ul style="list-style-type: none"> <li>• Submit relevant documents</li> <li>• Comply with laws, regulations and guidelines</li> </ul>	Dependent on nature of goods/services	Dependent on the nature of goods and services as per procurement law and regulations
9.	Payment for goods and services	Avail the following documents: <ul style="list-style-type: none"> <li>• Delivery note</li> <li>• Invoice</li> <li>• Purchase Order</li> <li>• Relevant Certificate(s)</li> </ul>	None	Within 30 days
10.	Handling public complaints	File complaint(s) with accurate information	None	Feedback on action taken within ten (10) working days