



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

ACCOUNTS UNIT

CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

Achieve excellence in providing financial and accounting services.

MISSION STATEMENT

To provide efficient and effective financial and accounting services to the Ministry of Foreign Affairs.

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Preparation of receipts and Payment Vouchers.	<ul style="list-style-type: none"><li>Sufficient funds</li><li>Necessary documents e.g. vouchers, receipts, voucher forms</li><li>Authority for payment</li></ul>	Nil	Eight (8) working days
2.	Payment of goods and services	<ul style="list-style-type: none"><li>Payment voucher</li><li>Triplicate LSO</li><li>Approved MTC minutes</li><li>Invoice</li><li>Delivery note</li><li>Inspection and acceptance certificate</li><li>Authority for payment</li><li>Quotation</li><li>PIN/VAT Certificate</li><li>Bank details</li></ul>	Nil	Eight (8) working days
3.	Preparation of expenditure and A-I-A returns	<ul style="list-style-type: none"><li>Evidence of expenditure e.g. payment vouchers and cash books.</li><li>Receipt of A-in-A returns from missions</li></ul>	Nil	Monthly basis
4.	Processing salary payments	Receipt of salary vouchers	Nil	22 <sup>nd</sup> of each Month
5.	Preparation of bank reconciliation statements	<ul style="list-style-type: none"><li>Bank schedules</li><li>Cash book</li></ul>	Nil	By 15 <sup>th</sup> of the following month
6.	Processing of imprest	<ul style="list-style-type: none"><li>Authority to process</li><li>Sufficient funds</li></ul>	Nil	Within 2 weeks
7.	Response to communication (letters, faxes and emails)	Receipt of communication		<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within two (2) working days for emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
8.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
9.	Answering incoming calls	Incoming call	Nil	Answer within three (3) rings
10.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Principal Accountant,  
Accounts Unit,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551 – 00100, Nairobi  
Telephone: 3318888 Ext 348/343,  
Email: [account@mfa.go.ke](mailto:account@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O Box 30551 – 00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke) & [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

**ASSETS MANAGEMENT UNIT**  
**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

An attractive physical presence of Kenya globally contributing to enhanced diplomacy.

**MISSION STATEMENT**

To promote cost effective acquisition management and disposal of Ministry assets.

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Provide timely guidance to missions on budgets, acquisitions, repairs, leases and maintenance	<ul style="list-style-type: none"><li>Receipt of budgetary allocation,</li><li>Requests from missions</li></ul>	Free	Beginning of financial year Three days upon receipt of request
2.	Compilation of assets register for all the Ministry's movable and immovable assets	Submission from missions	Free	First quarter of each year
3.	Provide development budget estimates for input into MTEF and annual budgets	Formal request from Finance Department	Free	Three days after request
4.	Provide work plans, and technical reports for development projects	Procurement of consultants and contractors	Free	Two months after signing of contract
5.	Preparation of talking notes & briefs	<ul style="list-style-type: none"><li>Receipt of relevant information materials</li><li>Receipt of request to prepare</li></ul>	Nil	Within three (3) days after receipt of request
6.	Response to communication (letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering incoming calls	Incoming call	Nil	<ul style="list-style-type: none"><li>Answer within three (3) rings</li></ul>
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	<ul style="list-style-type: none"><li>Within eight (8) days after the end of the quarter</li></ul>

***"Commitment 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:***

**The Head,**  
Assets Management Unit,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551 – 00100, Nairobi  
Telephone: 3318888 Ext.141/146  
Email: [asset@mfa.go.ke](mailto:asset@mfa.go.ke)

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

**PUBLIC AFFAIRS & COMMUNICATION DIVISION**  
**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To give solid contribution to improvement of Kenya's image through effective communication practices

**MISSION**

To implement effective and efficient Public Communications Strategy towards the achievement of overall Ministerial goals

**CORE VALUES**

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

No.	Services/Goods Rendered	Requirements	Fee	Time Line
1.	Periodic, timely press releases and statements	Receipt of relevant information	Nil	Within a day upon receipt of information
2.	Preparation of Ministry of Foreign Affairs Bulletin	Receipt of relevant information materials	Nil	Biannual
3.	Covering and Compiling Articles on important events elevating Kenya's International profile	Receipt of relevant material and Coverage of events that are important to the ministry and Kenya	Nil	Within two (2) working days
4.	Coordinating Journalists covering Regional/International events	Facilitation to the venues, communication gadgets		All the time of events
5.	Responding to negative media reports	Negative media reports Receipt of written request to respond	Nil	Immediately clearance is granted
6.	Update the ministry Website and social media sites	Receipt of new information Request to upload	Nil	One day for website, everyday on social media
7.	Invitation of media and coordination of press conferences within the ministry	Receipt of communication in advance	Nil	Periodic
8.	Response to communication(letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>• Within five (5) working days for letters</li><li>• Within three (3) working days for Emails</li><li>• For complex issues, will give initial reply of when full response should be expected</li></ul>
9.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>• Within ten (10) minutes for visitors with appointment</li><li>• Twenty (20) minutes for visitors without appointment</li></ul>
10.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
11.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Public Affairs and Communication Division,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 020-3318888 Ext 216, 464  
Email: [communication@mfa.go.ke](mailto:communication@mfa.go.ke)

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: **0702 268 655 (SMS ONLY)**  
E-mail: [complains@mfa.go.ke](mailto:complains@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

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REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

**RECORDS MANAGEMENT UNIT**  
**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To provide efficient and effective records management services for both internal and external users

**MISSION STATEMENT**

To develop and maintain a comprehensive records management program for the Ministry

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Processing of incoming and outgoing mail	<ul style="list-style-type: none"><li>Receipt of mail</li></ul>	Nil	Within one (1) working day
2.	Filing of correspondence	<ul style="list-style-type: none"><li>Receipt of correspondence</li></ul>	Nil	<ul style="list-style-type: none"><li>Thirty (10) minutes for urgent files</li><li>One (1) day for other files</li></ul>
3.	Availing records to action officers.	<ul style="list-style-type: none"><li>Receipt of request/mail</li><li>Records retrieval</li></ul>	Nil	<ul style="list-style-type: none"><li>Thirty (10) minutes for urgent files</li><li>One (1) day for other files</li></ul>
4.	Storage and provision of reference services	<ul style="list-style-type: none"><li>Storage equipment</li><li>Receipt of request for references</li></ul>	Nil	Continuous
5.	Facilitate security of records	<ul style="list-style-type: none"><li>Existence of storage equipment</li><li>Existence of records</li></ul>	Nil	Continuous
6.	Processing documents for authentication	Receipt of documents for authentication	As applicable	Within two (2) working days
7.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
8.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
9.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
10.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Records Management Unit,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 020 3318888 Ext 207,  
Email: records@mfa.go.ke

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
**Hotline: 0702 268 655 (SMS ONLY)**  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE**

**CITIZENS SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

A peaceful, prosperous and globally competitive Kenya

**MISSION STATEMENT**

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

No.	Services/Goods rendered	Requirements to obtain services	Cost	Timeline
1.	Authentication of documents	<ul style="list-style-type: none"> <li>Receipt of request</li> </ul>	Ranges from Ksh.100 to Ksh.2000	Within four (4) working days
2.	Coordinate incoming/outgoing state visits	<ul style="list-style-type: none"> <li>Receipt of request</li> <li>Notice of meeting/visit</li> <li>Incoming/outgoing visitors</li> </ul>	Free	Within one (1) working day upon receipt of request/notice for incoming/outgoing visits.
3.	Lobby for Kenya's candidature to policy organs of major international organizations	<ul style="list-style-type: none"> <li>Existence of vacancy</li> <li>Kenya's eligibility</li> </ul>	Free	Within Six (6) months upon receipt of nomination
4.	Coordinate negotiation and conclusion of host country agreements	<ul style="list-style-type: none"> <li>Submission of documents</li> <li>Cabinet approval</li> </ul>	Free	Within three (3) months upon Cabinet Approval
5.	Payment of goods and services	Valid documentation such as certified delivery note after inspection of goods, duplicate and signed LSO and invoices among others	Free	Within fourteen (14) working days
6.	Facilitate processing of visas application requests for Kenya Government officials travelling on official business abroad (preparation of Note Verbale)	<ul style="list-style-type: none"> <li>Receipt of request two weeks before date of departure</li> <li>Valid documentation and visa fees where applicable</li> </ul>	Free	Within two (2) working days
7.	Preparation of Bilateral agreements, Mous and Protocols	<ul style="list-style-type: none"> <li>Approval by the Ministries</li> <li>Clearance by Attorney General's office</li> </ul>	Free	Within one (1) month upon the necessary approvals
8.	Coordinate preparation of Country position papers	Receipt of official invitation for the meeting/conference/summit	Free	Three (3) months upon receipt of invitation
9.	Preparation of responses/statements to Parliamentary questions	<ul style="list-style-type: none"> <li>Receipt of request</li> </ul>	Free	<ul style="list-style-type: none"> <li>Within five (5) working days.</li> <li>For queries requiring extensive consultation an initial reply shall be given indicating when full response should be expected.</li> </ul>
10.	Process VAT Exemptions for diplomatic entities	<ul style="list-style-type: none"> <li>Host country agreement for international organizations</li> <li>Note Verbale</li> <li>Certified Diplomatic Identification Card or Notification of arrival</li> <li>Completed exemption form</li> <li>Certified copies of invoices/receipts</li> <li>Certified copies of logbook (for vehicle purchases)</li> <li>Certified copies of contracts (as applicable)</li> <li>Completed Pro 1A &amp; Pro 1B</li> </ul>	Free	Process VAT Exemptions within thirty (30) working days
11.	Response to communication(letters, and emails)	Receipt of communication	Free	<ul style="list-style-type: none"> <li>Within two (2) working days for letters</li> <li>Within two (2) working days for emails</li> <li>For complex issues, will give initial reply of when full response should be expected</li> </ul>

***"Commitment to Courtesy and Excellence in Service Delivery"***

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The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

OR

Commission Secretary/CEO,  
Commission of Administrative Justice,  
P.O. Box 20414-0200, Nairobi  
Tel: 020-2270000,  
Email: [certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke)  
[www.ombudsman.go.ke](http://www.ombudsman.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

**AFRICA & AFRICAN UNION DIRECTORATE**  
**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To excel in the advancement of Kenya's interests in Africa

**MISSION STATEMENT**

To continuously improve service delivery to Kenyans through innovative diplomacy for the pursuit of African unity and Kenya's socio-economic development

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Providing briefs, talking notes, statements and speeches on all matters pertaining to Africa	<ul style="list-style-type: none"><li>Receive notice for required communication</li><li>respond to enquiries</li></ul>	Nil	<ul style="list-style-type: none"><li>Prompt for verbal requests</li><li>Within 5 working days for reply to a letter</li></ul>
2.	Prepare briefs, talking notes, statements and speeches	<ul style="list-style-type: none"><li>Receive a notice/instruction to prepare for a meeting</li><li>Receive an invitation to a meeting</li></ul>	None	Within four (4) working days
3.	Coordinate formulation of Kenya's position papers	<ul style="list-style-type: none"><li>Receive official invitation and notice for meeting, conference, summit</li><li>Receipt of request/instruction</li></ul>	None	Ready within 3 working days before function
4.	Disseminate/provide information on African Union	<ul style="list-style-type: none"><li>Receive request for information</li><li>Receive information about projects and/or programmes</li></ul>	None	<ul style="list-style-type: none"><li>Semi-annually for Summit outcomes</li><li>Within three (3) working days for response of letters</li></ul>
5.	Coordinate Joint Commission for Cooperation (JCC) Meetings	<ul style="list-style-type: none"><li>Receive instructions to start/continue the process</li></ul>	None	Within two (2) months
6.	Provide analytical reports on African matters	<ul style="list-style-type: none"><li>Receive request/instruction</li><li>Availability of information</li></ul>	None	Within four (4) working days
7.	Attend to visitors (foreign, dignitaries, internal customers)	Arrival of the visitors at the office	Nil	<ul style="list-style-type: none"><li>Immediately for visitors with appointment</li><li>Within five (5) minutes for visitors without appointment</li></ul>
8.	Notify stakeholders of upcoming meetings	Receive information about meeting	None	Within a day
9.	Answering of incoming calls	Incoming call	Nil	<ul style="list-style-type: none"><li>Answer within three (3) rings</li></ul>
10.	Response to communication (letters, faxes and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within two (2) working days for emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
11.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Director,  
Africa & African Union Directorate,  
Ministry of Foreign Affairs and International Trade,  
Harambee Avenue, Old Treasury Building,  
P.O. Box 30551 – 00100, Nairobi  
Email: [africa@mfa.go.ke](mailto:africa@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 Tel. 020-3318888 ext. 289 or 411  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

AMERICAS DIRECTORATE

CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

Vibrant and Efficient Directorate contributing to the promotion and improvement of Kenya's image and interest in the Americas region

MISSION STATEMENT

To pursue political and socio-economic advancement for National benefit through effective Diplomatic engagement with countries in the Americas region.

CORE VALUES

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

No.	Services/Goods Rendered	Requirements	User fees	Time Line
1.	Preparation of briefs, talking points, toast congratulatory/condolence messages	<ul style="list-style-type: none"><li>Receipt of a request</li></ul>	Nil	Within three (3- 5) working days
2.	Response to public customer inquiry and complaints	<ul style="list-style-type: none"><li>Receipt of a request</li></ul>	Nil	<ul style="list-style-type: none"><li>Immediately for inquiry on advice on directions and services.</li><li>For complaints, will give initial reply pending full response within five (5) working days after consultations</li></ul>
3.	Response to communications i.e. letters, internal memos, emails	<ul style="list-style-type: none"><li>Receipt of communication</li></ul>	Nil	<ul style="list-style-type: none"><li>Within one to five (1-5) days for letters and memos</li><li>But for complex issue, will give initial reply of time limit given above when full response should be expected after consultations.</li><li>Within 1-2 working days for emails</li></ul>
4.	Coordinate preparation of Country position papers and initiation and conclusion of Joint commissions for Cooperation	<ul style="list-style-type: none"><li>Receipt of invitation for the meeting and instruction to start the process</li></ul>	Nil	<ul style="list-style-type: none"><li>Write position paper within three (3) days before the meeting.</li><li>Coordinate the initiation and conclusion of JCC within two (3) months.</li></ul>
5.	Attending visitor and responding to incoming calls	Visitors arrival and incoming calls	Nil	<ul style="list-style-type: none"><li>Visitors with appointment within ten(10) minutes while those without appointment with twenty (20) minutes</li><li>Receive and Answer the call within three rings</li></ul>
6.	Provide technical inputs	<ul style="list-style-type: none"><li>Receipt of a request</li><li>Availability of information</li></ul>	Nil	<ul style="list-style-type: none"><li>Within seven (7 ) working days for technical reports</li></ul>
7	Coordinate preparation of agreements/ MoUs	Receipt of instruction/request to start the process.	Nil	Within two (2) months
8	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) working days after the end of the quarter

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The Director ,  
Americas Directorate,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551 – 00100, Nairobi  
Email: [americas@mfa.go.ke](mailto:americas@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
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E-mail: [complains@mfa.go.ke](mailto:complains@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

ASIA AND AUSTRALASIA DIRECTORATE  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

To advance Kenya's interests within Asia and Australasia region

MISSION STATEMENT

To advance and safeguard Kenya's strategic Political, Economic and Trade interests in Asia and Australasia region with a view to supporting sustainable growth and development, while remaining customer oriented

CORE VALUES

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

No.	Services/Goods Rendered	Requirements	Fee	Time Line
1.	Coordinate preparation for holding JCCs/JTCs	<ul style="list-style-type: none"><li>Receipt of Agenda</li><li>Receipt of notice to hold JCCs/JTCs</li></ul>	Nil	Within seven (7) working days upon receipt of notice
2.	Provide technical or analytical reports	<ul style="list-style-type: none"><li>Receipt of a request</li><li>Availability of information</li></ul>	Nil	<ul style="list-style-type: none"><li>Within 14 days for analytical reports</li><li>Within 7 days for technical reports</li></ul>
3.	Coordinate negotiations and conclusion of agreements e.g. JCCs/JTCs	<ul style="list-style-type: none"><li>Receipt of a written request</li></ul>	Nil	Within three (3) months
4.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within 10 minutes for visitors with appointment</li><li>Within 20 minutes for visitors without appointment</li></ul>
5.	Coordinate preparation of country's position papers	Receipt of request		Paper ready three (3) working days before the meeting
6.	Updating of country briefs	Request for Country briefs and economic reviews	Nil	Monthly
7.	Preparation of goodwill and condolence messages/speeches/ Statements	Receipt of communication, Written request	Nil	Within 3 working days
8.	Response to communication (letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within two (2) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
9.	Answering to incoming calls	Incoming calls	Nil	Answer within three (3) rings
10.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) working days after the end of the quarter

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The Director,  
Asia and Australasia Directorate,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext 225/257  
Email: asia@mfa.go.ke

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke & info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***





REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

TRANSPORT UNIT

CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

To achieve efficiency and effectiveness in offering transport services

MISSION STATEMENT

To facilitate Ministry's work by offering high quality transport services

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Facilitate servicing of motor vehicles	<ul style="list-style-type: none"><li>Motor vehicles due for routine service</li><li>Availability of funds</li></ul>	Nil	Servicing - Before the due date
2.	Facilitate repair of motor vehicles	<ul style="list-style-type: none"><li>Broken motor vehicles</li><li>Availability of funds</li></ul>	Nil	Repairs - within two (2) working days for minor repairs & as advised by mechanics for major repairs
3.	Provide transport services	<ul style="list-style-type: none"><li>Operational motor vehicles</li><li>Receipt of request least one (1) day in advance</li><li>Availability of drivers</li></ul>	Nil	Promptly as per request
4.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
5.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
6.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
7.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***Commitment 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:***

The Transport Officer,  
Transport Unit,  
Ministry of Foreign Affairs and International Trade,  
Old Treasury Building 2nd Floor,  
P. O. Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext 442,  
Email: [transport@mfa.go.ke](mailto:transport@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

**ACU/WELFARE/GENDER/PSIP UNIT**  
**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To have healthy, equitable and honest Foreign Service

**MISSION STATEMENT**

Promote a healthy equitable and honest Foreign Service through promoting integrity and ethical behavior, mainstreaming HIV/Aids, Gender and Disability in core functions of the Ministry; carrying out Drug and Substance Abuse prevention programmes and addressing the welfare of staff for their wellbeing

**CORE VALUES**

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

No	Services/Goods Rendered	Requirements	Fees	Timeline
1.	Notify staff on issues of bereavement	<ul style="list-style-type: none"><li>Receipt of official Report</li></ul>	Nil	Within one (1) working day
2.	Facilitate accommodation of officers proceeding on external posting	<ul style="list-style-type: none"><li>Submit official request</li></ul>	Nil	Write to missions within 2 days upon receipt of request
3.	Advice on requirements on customs exemptions on personal effects and motor vehicles for returning officers	<ul style="list-style-type: none"><li>Submit official request</li></ul>	Nil	Immediately
4.	Coordinate school placement for children of returning officers	<ul style="list-style-type: none"><li>Receive official request</li><li>Student's Equation letter from KNEC</li><li>Copy of previous school terminal reports</li></ul>	Nil	Write to KNEC and Ministry of Education within two (2) working days upon receipt of request
5.	Refilling of the condom dispensers	<ul style="list-style-type: none"><li>Condom dispensers</li><li>Availability of condoms</li></ul>	Nil	Continuous
6.	Providing conducive environment for persons with disabilities to access services with ease	<ul style="list-style-type: none"><li>Arrival of PWDs</li><li>Request for the service</li></ul>	Nil	Immediately on arrival
7.	Response to communication (letters, and emails)	<ul style="list-style-type: none"><li>Receipt of communication</li></ul>	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
8.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
9.	Answering of incoming calls	Incoming call	Nil	Answer within three rings
10.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) working days after the end of the quarter

***"Commitment 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:***

**The Head,**  
ACU/ Welfare/Gender/Psip Unit,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 020-3318888 Ext 119  
Email: [welfare@mfa.go.ke](mailto:welfare@mfa.go.ke)

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
**Hotline: 0702 268 655 (SMS ONLY)**  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

OFFICE OF THE POLITICAL AND DIPLOMATIC SECRETARY  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

To be an exemplary advisory and coordinative focal point on Foreign Policy strategy, direction and implementation

MISSION STATEMENT

To provide timely technical policy guidance and direction on strategic foreign issues to the Ministry, Kenyan Missions and other stakeholders, that will optimize their international engagements, thereby advancing Kenyans' interests

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Preparation of Cabinet Memoranda	• Receipt of request	Nil	Within three (3) working days upon receipt of request
2.	Preparation of status reports on ministry's performance	• Receipt of request	Nil	Within five (5) working days upon receipt of request
3.	Facilitate preparations for Cabinet and Parliamentary committee meetings	• Receipt of request • Agenda • Previous minutes • Availability of information	Nil	Feedback provide within one (1) week upon receipt of request
4.	Response to communication (letters and emails)	Receipt of communication	Nil	• Within five (5) working days for letters • Within three (3) working days for Emails • For complex issues, will give initial reply of when full response should be expected
5.	Attending to visitors	Arrival of visitors	Nil	• Within ten (10) minutes for visitors with appointment • Twenty (20) minutes for visitors without appointment
6.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
7.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

*"Commitment 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:*

The Political & Diplomatic Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext. 263/319  
Email: pds@mfa.go.ke

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

*"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"*



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

COMMUNICATIONS UNIT

CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

Excel in providing efficient communication services.

MISSION STATEMENT

To effectively act as a conduit in relaying information both within and without the Ministry of Foreign Affairs

CORE VALUES

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

No	Services/Goods rendered	Requirements	Fees	Timeline
1.	Process incoming and outgoing mails	Receipt of mail	Nil	<ul style="list-style-type: none"><li>Dispatch mail within twenty (20) minutes upon receipt</li><li>For mail received after 5 :00 pm, dispatch by 8:30 am the following day</li></ul>
2.	Dispatch the diplomatic mailbag	Receipt of mail	Nil	As per the documented schedule for various missions
3.	Response to communication (letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
4.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
5.	Answering incoming calls	Incoming call	Nil	Answer within three (3) rings
6.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

*"Commitment 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:*

The Head,  
Communications Unit,  
Ministry of Foreign Affairs & International Trade,  
P.O Box 30551-00100, Nairobi  
Tel: 3318888 Ext. 311  
Email: [communication.foreign@yahoo.com](mailto:communication.foreign@yahoo.com)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

*"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"*



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

CENTRAL PLANNING & PROJECT MONITORING DEPARTMENT  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

Excellence in planning, project monitoring and performance management

MISSION STATEMENT

To provide leadership in economic policy formation, monitoring and Evaluation, policy and statistical analysis and performance management

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Prepare and submit the Ministry's Performance Contract & quarterly reports to Division of Performance Contracting	<ul style="list-style-type: none"><li>Receipt of guidelines</li><li>Inputs from other divisions</li></ul>	Nil	One (1) working day before due date
2.	Coordinate preparation of MPER/ MTEF annual Sub-Sector Report	<ul style="list-style-type: none"><li>Receipt of guidelines</li><li>Inputs from other divisions</li></ul>	Nil	Ready wo (2) working days before due date
3.	Production of the Ministerial Annual Progress Reports	<ul style="list-style-type: none"><li>Receipt of request</li><li>Reports from divisions</li></ul>	Nil	By 30 <sup>th</sup> of July, yearly.
4.	Provide analytical and technical reports	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of information &amp; data</li></ul>	Nil	<ul style="list-style-type: none"><li>Within seven (7) days for technical reports</li><li>Within fourteen (14) days for analytical reports</li></ul>
5.	Prepare Ministerial Annual Work Plan	<ul style="list-style-type: none"><li>Divisional Work Plans</li><li>Budget estimates</li></ul>	Nil	By 30 <sup>th</sup> of July, yearly.
6.	Response to communication (letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within two (2) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Within twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering incoming calls	Incoming call	Nil	Answer within three (3) rings

*"Commitment 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:*

The Head,  
Central Planning & Project Monitoring Department,  
Ministry of Foreign Affairs & International Trade,  
P.O Box 30551- 00100, Nairobi  
Tel: 3318888 Ext. 150,  
Email: [cppmd@mfa.go.ke](mailto:cppmd@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

*"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"*



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

OFFICE OF THE SECRETARY, FOREIGN  
SERVICE ADMINISTRATION  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

To be a lead directorate in coordination and facilitation of government business in the Ministry

MISSION STATEMENT

To provide conducive working environment for improved service delivery through quality leadership and policy direction

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Approvals for application of funds to the intended programmes and projects	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of funds</li></ul>	Nil	Within two (2) working days upon receipt of request
2.	Grant travel clearance to officers traveling out of the country	<ul style="list-style-type: none"><li>Receipt of request with all supporting documents</li></ul>	Nil	Within two (2) working days upon receipt of request
3.	Response & Advisory to Missions and Divisions on Financial Regulations and Administrative issues	<ul style="list-style-type: none"><li>Enquiries from Heads of Division / Mission</li></ul>	Nil	Within two (2) working days upon receipt of request
4.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
5.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
6.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
7.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Secretary,**  
Foreign Service Administration,  
Ministry of Foreign Affairs & International Trade,  
P.O Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext. 505/345  
Email: [sfsa@mfa.go.ke](mailto:sfsa@mfa.go.ke)

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

DIASPORA AND CONSULAR AFFAIRS DIRECTORATE  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

To be a premier Diaspora Resource Centre and Consular service provider

MISSION STATEMENT

To support the Diaspora and harness their potential for socio-economic development and provide Consular services to Kenyans

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Coordinate appointment of Honorary Consuls	<ul style="list-style-type: none"><li>Approval from the host country</li><li>Clearance by Kenya government agencies and respective countries</li></ul>	Nil	Within three (3) months
2.	Handle all matters pertaining to the Diaspora/ Consular Affairs expeditiously	Receipt of letters and emails	Nil	Promptly or within five (5) working days
3.	Response to enquiries and complaints	<ul style="list-style-type: none"><li>Receipt of complaints or enquiry</li><li>Receipt of adequate reliable information</li></ul>	Nil	Promptly or within five (5) working days
4.	Preparation of technical reports	Receipt of request	Nil	<ul style="list-style-type: none"><li>Within seven (7) days for technical reports</li><li>Within fourteen (14) days for analytical reports</li></ul>
5.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
6.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
7.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
8.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

*"Commitment 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:*

The Director,  
Diaspora and Consular Affairs Directorate,  
Ministry of Foreign Affairs & International Trade,  
P.O Box 30551-00100, Nairobi  
Tel: 3318888 Ext. 296  
Email: diaspora@mfa.go.ke

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

*"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"*



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

# EUROPE AND COMMON WEALTH DIRECTORATE

## CITIZENS' SERVICE DELIVERY CHARTER

### VISION STATEMENT

Attain excellence in effective articulation and implementation of Kenya's interests in Europe, the European Union and the Commonwealth

### MISSION STATEMENT

To advance Kenya's interests in Europe, European Union and the Commonwealth, through effective diplomatic engagement

### CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Provide analytical and technical reports on Europe and Common wealth matters	<ul style="list-style-type: none"><li>Receipt of request</li></ul>	Nil	<ul style="list-style-type: none"><li>Within fourteen (14) days for analytical reports</li><li>Within seven (7) days for technical reports</li></ul>
2.	Disseminate/provide information on Europe and Commonwealth	<ul style="list-style-type: none"><li>Receive requests for information</li><li>Availability of information</li></ul>	Nil	<ul style="list-style-type: none"><li>Semi-annually for routine dissemination</li><li>Within a week for requested information</li></ul>
3.	Prepare briefs, talking notes, statements and speeches	<ul style="list-style-type: none"><li>Receive a notice/ instruction to prepare for a meeting</li><li>Receive an invitation to a meeting</li></ul>	Nil	Within four (4) working days
4.	Coordinate formulation of Kenya position papers	<ul style="list-style-type: none"><li>Receive official invitation and notice for meeting/ conference/ summit</li><li>Receipt of request/instruction</li></ul>	None	Ready three (3) working days before the conference
5.	Notify stakeholders of upcoming meetings	Receive information about meeting	None	Within one (1) working day
6.	Response to communication (letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within three (3) working days for Emails</li><li>Within five (5) working days for letters</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering incoming calls	Incoming call	Nil	Answer within three (3) rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

**"Commitment 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:**

**The Director,**  
Europe and Directorate,  
Ministry of Foreign Affairs & International Trade,  
P.O Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext. 377/288  
E-mail: europe@mfa.go.ke

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

**"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"**





REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

## EAC AFFAIRS DIVISION

# CITIZENS' SERVICE DELIVERY CHARTER

### VISION STATEMENT

A peaceful, prosperous and diplomatically competitive East African Community that contributes to the socio- economic wellbeing of Kenyans and all East Africans.

### MISSION STATEMENT

To advance Kenya's interests by participating in development of policies, programmes and projects in order to realize full integration in the EAC

### CORE VALUES

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

No.	Services Rendered	Requirements	User charges	Time line
1.	Provision of Information on Kenya's Foreign Policy that relate to the East African Community (EAC).	None	Free	Promptly or within 5 days in case of a reply to a letter.
2.	Provision of information on the progress of integration, peace and security & implementation of the Common Market Protocol in the EAC.	None	Free	Promptly or within 5 days in case of a reply to a letter.
3.	Provision of information on the status of implementation of EAC programmes and projects.	None	Free	Promptly or within 5 days in case of a reply to a letter
4.	Providing information on the Trade and investment opportunities available in the EAC.	None	Free	Promptly or within 5 days in case of a reply to a letter.
5.	Responding to general correspondence.	None	Free	Within five (5) working days.
6.	Response to communications letters, internal memos, emails	Receipt of communications	Nil	<ul style="list-style-type: none"><li>• Within one to five (1-5) days for letters and memos</li><li>• But for complex issue, will give initial reply of time limit given above when full response should be expected after consultations</li><li>• Immediate response for emails</li></ul>
7.	Attending visitor and responding to incoming calls	Visitors arrival and incoming calls	Nil	<ul style="list-style-type: none"><li>• Visitors with appointment within ten (ten) minutes while those without appointment with twenty (20) minutes</li><li>• Receive and Answer the call within three (3) rings</li></ul>
8.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Director,  
EAC Affairs Division,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 020-3318888 – Ext. 221  
Email: eac@mfa.go.ke

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

# TELEPHONE EXCHANGE SERVICES CITIZENS' SERVICE DELIVERY CHARTER

## VISION STATEMENT

To be an excellent Telephone Exchange in providing telecommunication services.

## MISSION STATEMENT

To provide efficient and effective telecommunication services by facilitating, providing and coordinating the Ministry's Telecommunication services.

## CORE VALUES

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

No .	Services/Goods rendered	Requirements	Fees	Timeline
1.	Prompt answering of incoming calls	Incoming call	Nil	<ul style="list-style-type: none"><li>Answer within three (3) rings</li><li>Advise progress of the call within 1 minutes</li></ul>
2.	Connect outgoing calls requested by officers	Call request	Nil	<ul style="list-style-type: none"><li>Immediately</li><li>Communicate progress of the call within 3minutes</li></ul>
3.	Repair and maintain telephone lines and faxes	Faulty telephone lines extensions and fax machine	Nil	<ul style="list-style-type: none"><li>within a day for minor &amp; two days for major repairs</li><li>Maintenance-continuous</li></ul>
4.	Provision of new telephone facilities	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of telephone facilities</li></ul>	Nil	Within (3) three days upon receipt of approval
5.	Provision of new telephone facilities	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of telephone facilities</li><li>funds</li></ul>	Nil	Within (3) three days upon receipt of approval
6.	Updating & provision of internal directories	<ul style="list-style-type: none"><li>Receipt of information on staff changes</li><li>Staff changes/deployment</li></ul>	Nil	Continuous On demand
7.	Provision of external directories	Availability of directories		Annually / continuous
8.	Response to communication (letters, faxes and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Immediately for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Telephone Exchange Services,  
Ministry of Foreign Affairs and International Trade,  
Harames Avenue, Old Treasury  
P. O Box 30551 – 00100, Nairobi  
Tel; 4949000,3318888, 0710601025, 600978, 0733318806 Ext 367or 608  
Email: exchange@mfa.go.ke

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE  
**FINANCE DIVISION**

## CITIZENS' SERVICE DELIVERY CHARTER

### VISION STATEMENT

Achieve excellence in the prudent management of the financial resources of the Ministry

### MISSION STATEMENT

To effectively coordinate and manage the Ministry's financial resources in order to achieve efficiency in utilization

### CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Provide inputs in preparation of the MPER	<ul style="list-style-type: none"><li>Circular from treasury</li><li>Receipt of request for information and data</li></ul>	Nil	Within one (1) week upon receipt of request
2.	Coordinate the preparation of Ministerial revised budget estimates	<ul style="list-style-type: none"><li>Receipt of a circular from National Treasury</li><li>Timely receipt of inputs from Directorate ,Divisions and Missions abroad</li></ul>	Nil	Submit to National Treasury a one (1) working day before the set deadline
3.	Provide inputs towards preparation of the MTEF sub sector report	<ul style="list-style-type: none"><li>Receipt of a circular from National Treasury</li><li>Timely receipt of inputs from Directorate ,Divisions and Missions abroad</li></ul>		Submit input within one (1) week upon receipt of request
4.	Submit disaggregated budget to the relevant Parliamentary committee	<ul style="list-style-type: none"><li>Timely receipt of the relevant circular from Parliament</li><li>Support from the relevant divisions</li></ul>	Nil	Two (2) working days before due date
5.	Issue AIEs to all spending units (Missions)	<ul style="list-style-type: none"><li>Receipt of funds from treasury</li><li>Budget allocation</li></ul>	Nil	By 30 <sup>th</sup> July for July- December period By 31 <sup>st</sup> January for January- June period
6.	Respond to audit queries from the Auditor General	<ul style="list-style-type: none"><li>Receipt of the relevant circular from the Parliament/ National Audit Office</li><li>Timely receipt of inputs from relevant Directorate , Divisions and Missions abroad</li></ul>	Nil	One (1) working day before the due date
7.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
8.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
9.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
10.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Senior Chief Finance Officer,  
Finance Division,  
Ministry of Foreign Affairs & International Trade,  
P.O. Box 30551 – 00100, Nairobi,  
Telephone: 020-318888 Ext.463/481,  
Email: cfo@mfa.go.ke

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 316967, +254 20 318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

**FOREIGN SERVICE ACADEMY**  
**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

A Model Institution for Diplomatic Training and Foreign Policy Research

**MISSION STATEMENT**

To nurture knowledge, skills and attitudes of Ministry staff for effective diplomatic engagement

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Organize seminars, workshops and symposia	<ul style="list-style-type: none"><li>Funds</li><li>Identified topic/agenda</li></ul>	On case by case basis	Monthly
2.	Conduct colloquium and them discussions	<ul style="list-style-type: none"><li>Funds</li><li>Identified topic/agenda</li></ul>	On case by case basis	Quarterly
3.	Induction training for officers proceeding on posting	<ul style="list-style-type: none"><li>Funds</li></ul>	Nil	One month before departure on posting
4.	Train and equip staff with relevant skills in Diplomacy and Foreign Policy	<ul style="list-style-type: none"><li>Identification of skills gap among staff</li><li>Demand for career progression courses</li><li>Appropriate data collection instrument</li><li>Funds</li></ul>	Nil	Annually
5.	Offer Internship programme	<ul style="list-style-type: none"><li>Receipt of request</li><li>Vacancies</li></ul>	Nil	Quarterly
6.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty(20) minutes for visitors without appointment</li></ul>
8.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) working days after the end of the quarter

***"Commitment 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:***

The Director,  
Foreign Service Academy,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext 171/157  
Email: fsi@mfa.go.ke

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

**HORN OF AFRICA DIVISION**  
**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

A secure and prosperous Horn of Africa Region, effectively contributing to the realization of socio-economic prosperity of Kenya and its neighbors' as well as the African Continent in general

**MISSION STATEMENT**

To promote and enhance Kenya's national interests in the Horn of Africa Region through effective peace diplomacy

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Provision of information about IGAD	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of information</li></ul>	Nil	Promptly or within 5 days in case of a reply
2.	Provide analytical and technical reports	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of information</li></ul>	Nil	<ul style="list-style-type: none"><li>Within seven (7) working days for technical reports</li><li>Within fourteen (14) working days for analytical reports</li></ul>
3.	Preparation of briefs, speeches, talking notes and statements	Receipt of request	Nil	Within three working 3 days
4.	Preparation of governments position papers	Receipt of request	Nil	Paper ready three (3) working days before meeting
5.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
6.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Head,  
Horn of Africa Division,  
Ministry of Foreign Affairs & International Trade,  
P.O Box 30551 – 00100, Nairobi  
Telephone: 3318888 Ext 270/378,  
Email: [hornafrica@mfa.go.ke](mailto:hornafrica@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE**

**HUMAN RESOURCE MANAGEMENT DIVISION**

**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To excel in human resource management

**MISSION STATEMENT**

To effectively source, develop, and manage human resource by applying best practices in human resource management in order to achieve the Ministry's strategic goals and fulfill individual Career aspirations

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Convene Ministerial Human Resource management Advisory Committee meetings.	<ul style="list-style-type: none"><li>Agenda for the meeting</li><li>Minutes of previous meeting</li></ul>	Nil	Once per month
2.	Relay MHARAC decisions to concerned officers	<ul style="list-style-type: none"><li>Officer requests</li><li>Approved MHARC minutes</li></ul>	Nil	Within two days after approval of minutes
3.	Initiate action on PSCK and MHRMAC decisions	<ul style="list-style-type: none"><li>PSCK circulars</li><li>Minutes of MHRMAC meetings</li></ul>	Nil	Within 3 days
4.	Process pension claims	<ul style="list-style-type: none"><li>Existence of officers due for retirement</li><li>Finances</li></ul>	Nil	<ul style="list-style-type: none"><li>Submit documents for regular officers 9 months before</li><li>Inform those on contract 2 months before exit</li></ul>
5.	Process approved training requests	<ul style="list-style-type: none"><li>Officer requests</li><li>Approved MTC minutes</li></ul>	Nil	Within three days after approval of minutes
6.	Payment of salaries and other related allowances	Availability of funds	Nil	By 25 <sup>th</sup> of every month
7.	Advertise for promotions	<ul style="list-style-type: none"><li>Existence of vacancies</li><li>Finances</li></ul>	Nil	Submit indents for positions two (2) months before they fall vacant
8.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
9.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
10.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
11.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Human Resource Management Division  
Ministry of Foreign Affairs & International Trade,  
P.O. Box 30551-00100 Nairobi  
Telephone; 020-3318888 Ext. 412/415,  
Email: [hrm@mfa.go.ke](mailto:hrm@mfa.go.ke)

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE**

**INFORMATION AND COMMUNICATION TECHNOLOGY UNIT  
CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

Effective Management of Information & communication Technology in achieving aspirations of Kenya's Foreign Policy

**MISSION STATEMENT**

To provide high quality, customer-focused Information Technology Services and solutions to the Ministry

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Maintenance of the Ministry's website	<ul style="list-style-type: none"> <li>Receipt of new information</li> <li>Request to upload information</li> </ul>	Nil	Within one (1) working day
2.	Manage the Ministry's Network infrastructure	Network infrastructure to be in place	Free	<ul style="list-style-type: none"> <li>Minor issues to be handled within 2hrs</li> <li>Major issues to be handled within 1day</li> </ul>
3.	Provision of technical specification on ICT equipments	Receipt of request	Free	Within two (2) working days upon receipt of request
4.	Evaluation of tenders/quotation of ICT equipments	Submissions of tenders/ quotations to be	Free	<ul style="list-style-type: none"> <li>Open tenders to be evaluated within five (5) working days.</li> <li>Restricted tenders within three (3) working days.</li> </ul>
5.	Hardware maintenance	Receipt of request	Free	Within a day
6.	Creation of links	Receipt of request		Within one (1) working day for urgent and 2 days for others
7.	Maintaining the Mail-server	Receipt of notice for updates	Free	within 1hr
8.	Maintaining mail user accounts	<ul style="list-style-type: none"> <li>Received request to create user accounts /email address/reset password</li> <li>Receipt of notice to delete users</li> </ul>	Free	Within 30 minutes
9.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"> <li>Within five (5) working days for letters</li> <li>Within three (3) working days for Emails</li> <li>For complex issues, will give initial reply of when full response should be expected</li> </ul>
10.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"> <li>Within ten (10) minutes for visitors with appointment</li> <li>Twenty (20) minutes for visitors without appointment</li> </ul>
11.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
12.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Information and Communication Technology Unit,  
Ministry of Foreign Affairs & International Trade,  
Room 515, 5th Floor, Old Treasury building,  
P. O. Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext 306.  
Email: [ict@mfa.go.ke](mailto:ict@mfa.go.ke)

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Fax: + 254 20 3316967  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE**

**OFFICE OF THE GREAT LAKES REGION  
CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

A peaceful and stable Great Lakes Region for the realization of full economic benefits for the Kenyan people.

**MISSION STATEMENT**

To promote and protect the interests and values of the Kenyan people in the Great Lakes Region with respect to the rule of law and to create a stable and peaceful environment that attract investments and cooperation from the Great Lakes Region and beyond.

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Dissemination of Information on ICGLR	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of information</li></ul>	Nil	<ul style="list-style-type: none"><li>Within five (5) working days upon receipt of request</li></ul>
2.	Provide analytical and technical reports	Receipt of request	Nil	<ul style="list-style-type: none"><li>Within seven (7) working days for technical reports upon receipt of request</li><li>Within fourteen (14) working days for analytical reports upon receipt of request</li></ul>
3.	Preparation of briefs, speeches and statements	Receipt of request	Nil	Within three (3) working days upon receipt of request
4.	Preparation of governments position papers	<ul style="list-style-type: none"><li>Receipt of request</li><li>Initiate position papers on Great Lakes Issues</li></ul>	Nil	<ul style="list-style-type: none"><li>Within five (5) working days after receipt of request</li><li>Paper ready three (3) working days before the meeting</li></ul>
5.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Paper ready three (3) working days before the meeting</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
6.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
7.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
8.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Director,  
Office of The Great Lakes Region,  
Ministry of Foreign Affairs and International Trade,  
P.O Box 30551 – 00100, Nairobi  
Telephone: 3318888 Ext 117/120,  
Email: [greatlakes@mfa.go.ke](mailto:greatlakes@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***





REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE  
SECURITY UNIT  
CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To ensure Ministry property and staff are well protected

**MISSION STATEMENT**

To ensure a secure work place environment

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Provide security services to the Ministry.	<ul style="list-style-type: none"><li>Operational CCTVs installed</li><li>Security officers</li></ul>	Nil	Twenty four (24) hours a day
2.	Assign security officers to all security desks	<ul style="list-style-type: none"><li>Enough security officers</li><li>Occupied offices</li></ul>	Nil	continuous
3.	Ensure fire extinguishers, alarms and CCTVS are in good working condition.	Fire extinguishers, alarms and CCTVs in place.	Nil	Continuous
4.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
5.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
6.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
7.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Security Unit,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551 – 00100, Nairobi  
Telephone: 3318888 Ext 442,  
Email: [security@mfa.go.ke](mailto:security@mfa.go.ke)

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE  
MIDDLE EAST DIRECTORATE  
CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To excel in the advancement of the interests of Kenya and Kenyans in the Middle East Region

**MISSION STATEMENT**

To advance the interests of Kenyans in the Middle East region through innovative diplomacy, continuously searching and pursuing opportunities that will add value to Kenya's national strategic interests.

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Coordinate Joint Commission for cooperation(JCC) Meetings	Receive instructions to start/continue the process	None	Within 2 months upon receipt of request
2.	Coordinate formulation of Kenya's position paper	<ul style="list-style-type: none"><li>Receive official invitation</li><li>Notice for meeting / conference</li><li>Receipt of request</li></ul>	None	Paper ready 3 days before the conference
3.	Provide analytical reports on Middle East matters	<ul style="list-style-type: none"><li>Receive request/ instruction</li><li>Availability of information</li></ul>	None	Within fourteen (14) working days upon receipt of request
4.	Notify stakeholders of upcoming meetings	Receive information about meeting	None	Within two (2) working days upon receipt of request
5.	Prepare briefs, talking notes, statements and speeches	<ul style="list-style-type: none"><li>Receive a notice/ instruction to prepare for a meeting</li><li>Receive an invitation to a meeting</li></ul>	None	<ul style="list-style-type: none"><li>Within four (4) working days upon receipt of request</li></ul>
6.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Director,**  
Middle East Directorate,  
Ministry of Foreign Affairs and International Trade,  
Harambee Avenue, Old Treasury Building,  
P. O. Box 30551 – 00100, Nairobi  
Tel: 3318888 Ext. 239/351.  
E-mail: middle.east@mfa.go.ke

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE  
OFFICE SERVICES UNIT  
CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

Achieve a conducive work place environment

**MISSION STATEMENT**

To effectively provide and ensure a conducive work place environment by maintaining the desired hygienic standards furnishings and safety

**CORE VALUES**

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

No.	Services/Goods Rendered	Requirements	User charges	Time Line
1.	Organize appropriate venues for meetings	<ul style="list-style-type: none"><li>Receipt of adequate notice for meeting</li><li>Receipt of request</li></ul>	Nil Nil	<ul style="list-style-type: none"><li>Fifteen (15) minutes for urgent meetings</li><li>Within one (1) day upon receipt of request</li></ul>
2.	Supervise office cleaning and hygiene maintenance of the work place environment	<ul style="list-style-type: none"><li>Service Contract with cleaning company</li><li>Availability of funds</li></ul>	Nil Nil	<ul style="list-style-type: none"><li>Daily before 8:00am</li><li>Fifteen (15) minutes after every meeting</li></ul>
3.	Facilitate minor repairs of office furniture and equipment	<ul style="list-style-type: none"><li>Availability of funds</li><li>Receipt of request</li></ul>	Nil Nil	Within five (5) working days upon receipt of request
4.	Facilitate office allocation	<ul style="list-style-type: none"><li>Receipt of request</li><li>Availability of vacant offices</li><li>Availability of funds for offices to be rented</li></ul>	Nil Nil	Within one (1) working day before the officer reports
5.	Decoration of building on National days	<ul style="list-style-type: none"><li>National flag strips</li></ul>		On National Day eve
6.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Office Superintendent,  
Office Services Unit,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 020-3318888 Ext 260  
Email: [office.services@mfa.go.ke](mailto:office.services@mfa.go.ke)

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

MULTILATERAL AFFAIRS DIRECTORATE  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

Strengthened rule based multilateral system with Kenya being a key player

MISSION STATEMENT

To enhance effective multilateral diplomatic engagement within the United Nations system and other international organizations

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Preparation of country's position papers	Receipt of invitation for the meeting	Nil	<ul style="list-style-type: none"><li>• Three (3) months upon receipt of invitation</li><li>• Report ready three days to the meeting</li></ul>
2.	Lobby for Kenya's candidature to policy organs of major international organizations	<ul style="list-style-type: none"><li>• Existence of vacancy</li><li>• Kenya's eligibility</li></ul>	Nil	Within six (6) months upon receipt of nomination
3.	Coordinate negotiation of multilateral agreements	Receipt of request	Nil	Within twelve (12) months
4.	Preparation of briefs, speeches, statements, talking notes	Receipt of request	Nil	Within seven (7) working days upon request
5.	Provide technical reports	Receipt of request	Nil	<ul style="list-style-type: none"><li>• Within seven (7) working days for technical reports</li><li>• Within fourteen (14) working days for analytical reports</li></ul>
6.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>• Within five (5) working days for letters</li><li>• Within three (3) working days for Emails</li><li>• For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>• Within ten (10) minutes for visitors with appointment</li><li>• Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Director,**  
Multilateral Affairs Directorate,  
Ministry of Foreign Affairs and International Trade,  
P. O. Box 30551- 00100, Nairobi  
Telephone: 020-3318888 Ext: 470/468  
Email: [multilateral@mfa.go.ke](mailto:multilateral@mfa.go.ke)

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE**

**ECONOMIC & INTERNATIONAL TRADE DIRECTORATE**

**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

A centre of excellence in promoting Kenya's economic cooperation and international trade interests globally

**MISSION STATEMENT**

To advance Kenya's International trade interests and promote economic cooperation through economic diplomacy.

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Convene inter-ministerial meetings workshops and conferences	<ul style="list-style-type: none"><li>Agenda for the meetings</li><li>Received notice</li></ul>	Nil	Five (5) days before meeting
2.	Provide information on economic cooperation and International trade	<ul style="list-style-type: none"><li>Acknowledge the Receipt of a request</li><li>Identification/classification of nature of information required</li></ul>	Nil	Promptly or within 5 days in case of a reply to a letter
3.	Prepare technical briefs, speeches, talking points/notes on economic cooperation and International trade matters	Receipt of request	Nil	Within two (2) working days upon receipt of request
4.	Authentication of business documents	Receipt of request		Within five (5) working days upon request
5.	Coordinate development of the country's position papers	Receipt of invitation for the meeting/ to the preparatory committee	Nil	Report ready three (3) days to the meeting
6.	Preparation of technical and analytical reports on economic and international trade matters	Receipt of a written request	Nil	<ul style="list-style-type: none"><li>Within seven (7) days for technical reports</li><li>Within three (3) months for analytical reports</li></ul>
7.	Coordinate international workshops, meetings, conferences and exhibitions	<ul style="list-style-type: none"><li>Notification of the event</li><li>Agenda/programme</li></ul>	Nil	Within three (3) months upon receipt of notification
8.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
9.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
10.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
11.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Director,**  
Economic and International Trade Directorate,  
Ministry of Foreign Affairs and International Trade,  
TELEPOSTA TOWERS 15<sup>th</sup> FLOOR  
P. O Box 30551 – 00100, Nairobi  
Tel: 020-3318888 Ext 497  
Email: [economic@mfa.go.ke](mailto:economic@mfa.go.ke)

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**WIZARA YA MAMBO YA NJE  
NA  
BIASHARA YA KIMATAIFA**

**HATI YA KUTOA HUDUMA KWA WANAINCHI**

**TAMKO LA MAONO**

Kenya Yenye Amani na Ufanisi, na inayoweza kutimiza changamoto za kimataifa

**TAMKO LA AZIMIO**

Kuvurumiza, kuinua na kulinda maslahi na picha ya Kenya katika mataifa ya nje na kuchangia kuhusu dunia ya haki, usawa na amani.

**MAADILI MUHIMU**

Haja za wateja, Uzalendo, Utaalam, Staha na Uadilifu, Usawa na Haki

**MAJUKUMU**

Kutunga, Kueleza na Kutekeleza kwa ufasaha Sera ya Kenya ya Kimataifa

No.	Huduma/Bidhaa Zinazotolewa	Mahitaji ya Kupata Huduma	Malipo	Muda wa Kutimiza
1	Kudhibitisha Ukweli wa Hati	Kupokea Maombi	Kati ya Ksh.100 na Ksh.2000	Ndani ya siku nne (4) za kazi
2	Kushughulikia kutambulika kwa Kenya katika Mashirika ya Kimataifa kupitia wanaotoa uamuzi huo.	<ul style="list-style-type: none"><li>Kuwepo kwa nafasi</li><li>Kuhitimu kwa Kenya</li></ul>	Hakuna malipo	Ndani ya miezi sita (6) baada ya kupokea mapendekezo kuhusu kuomba nafasi.
3	Ratibisha majadiliano na kusuluhisha mikataba ya Nchi.	<ul style="list-style-type: none"><li>Kuwasilisha stakabadhi</li><li>Kuidinishwa na Baraza la mawaziri</li></ul>	Hakuna malipo	Ndani ya miezi mitatu (3) baada ya kuidinishwa na Baraza la Mawaziri
4	Kulipia bidhaa na huduma	Stakabadhi za kuthibitisha k.v hati ya kuonesha bidhaa zilipokelewa baada ya kukaguliwa, na hati ya kupewa idhini ya utenda kazi (LSO) na hati ya kuomba malipo nk.	Hakuna malipo	Ndani ya siku kumi na nne (14) za kazi
5	Kushughulikia maombi ya visa kwa wafanya kazi wa serikali ya Kenya wanaposafiri nje ya nchi kikazi.(Kutoa barua rasmi ya kidiplomasia)	<ul style="list-style-type: none"><li>Kupokea maombi wiki mbili kabla ya kusafiri</li><li>Stakabadhi Kamili na malipo yanayohitajika</li></ul>	Hakuna malipo	Ndani ya siku Mbili (2) za Kazi
6	Sambaza habari kupitia tovuti ya wizara na katika balozi zake.	Hakuna mahitaji	Hakuna malipo	Ndani ya siku moja (1) ya kazi
7	Ratibisha kutayarishwa kwa msimamo wa sera za nchi	Kupokea idhibati rasmi ya mwaliko kuhudhuria mikutano, makongamano na mikutano ya rais	Hakuna malipo	Ndani ya miezi mitatu (3) baada ya kupokea maombi
8	Kutayarisha majibu ya maswali yanayoulizwa Bungeni	<ul style="list-style-type: none"><li>Kupokea maombi</li></ul>	Hakuna malipo	<ul style="list-style-type: none"><li>Ndani ya siku tano (5) za kazi</li><li>Kwa maswali yanayohitaji mashauriano marefu, jibu la awali litatolewa na kutaja ni lini jibu kamili litakapotolewa.</li></ul>
9	Kutoyarisha malipo ya ushuru kwa wanadiplomasia	<ul style="list-style-type: none"><li>Mikataba ya nchi kuhusu mashirika ya kimataifa.</li><li>Barua ya kidiplomasia.</li><li>Kadi ya kidiplomasia iliyothibitishwaama notisi ya kuwasili</li><li>Fomu ya kuomba malipo iliyojazwa</li><li>Nakala zilizothibitishwa/ risiti za kudai malipo</li><li>Kitabu cha usajili wa gari kilichothibitishwa (Kwa wanaonunua magari)</li><li>Nakala za mikataba zilizothibitishwa (Ikiwa zinahitajika)</li><li>Fomu za Pro 1A &amp; Pro 1B zilizojazwa</li></ul>	Hakuna malipo	Kamilisha kushughulikia fomu za ushuru ndani ya siku thelathini (30) za kazi.
10	Kujibu mawasiliano (barua na barua pepe)	Kupokea mawasiliano	Hakuna malipo	<ul style="list-style-type: none"><li>Barua-ndani ya siku tano (5) za kazi</li><li>Barua pepe-ndani ya siku mbili (2) za kazi</li><li>Kwa maswali yanayohitaji mashauriano marefu, jibu la awali litatolewa na kutaja ni lini jibu kamili litakapotolewa.</li></ul>

**"Kujitolea kutoa huduma kwa njia ya nidhamu na ubora wa hali ya juu"**

**Huduma yoyote isiyoambatana na viwango hivi ama afisa yeyote asiyefanya kazi kwa kujitolea kuwahudumia wateja**

**Barabara anapaswa kuripotwa kwa:-**

**Katibu Mkuu,**  
Wizara ya Mambo ya Nje na Biashara ya Kimataifa,  
S.L.P 30551-GPO 00100, Nairobi  
Simu: +254 20 3316967 +254 20 318888 Ext 415/412  
Baruapepe:certificationpcombudsman.go.ke

**Mwenyekiti,**  
Kamati ya Msimamizi wa Haki,  
P.O. Box 30551-00100, Nairobi  
S.L.P 20414-0200, Nairobi  
Simu: 020-2270000  
Namba za dharura 0702 268 655 (SMS PEKEE)  
Baruapepe: complaints@mfa.go.ke, info@mfa.go.ke

**"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"**



REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

LEGAL AND HOST COUNTRY AFFAIRS DEPARTMENT  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

An efficient Division effectively contributing to the realization of the Ministry' objectives

MISSION STATEMENT

Legal Division is committed to pursuing the interests and values of Kenyan people and those of the Ministry, through effective diplomatic engagement

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Authentication of documents at the Division	Receipt of request	Ranges from Ksh.100 to Ksh.2000	Within two (2) working days
2.	Preparation of letters of Commission	<ul style="list-style-type: none"><li>Clearance received from the host Governments</li><li>Request received</li></ul>	Free	Ten (10) working days
3.	Preparation of instruments of Ratification and Accession	Cabinet Approval	Free	Ten (10) working days
4.	Preparation of Bilateral Agreements, MOUs and Protocols	<ul style="list-style-type: none"><li>Approval by line Ministries</li><li>Clearance by the Attorney General's office</li></ul>	Free	One (1) month
5.	Legal advice to missions abroad, members of public and government Ministries upon request	<ul style="list-style-type: none"><li>Existence of relevant government policies and acceptable practices</li><li>Receipt of a request</li></ul>	Free	Five (5) working days
6.	Response to communication (letters, and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Legal and Host Country Affairs Department,  
Ministry of Foreign Affairs and International Trade,  
Harambee Avenue, Old Treasury Building  
P. O Box 30551 – 00100, Nairobi  
Tel: 318888 Ext 241/382  
Email: [legald@mfa.go.ke](mailto:legald@mfa.go.ke)

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE**

**SUPPLY CHAIN MANAGEMENT DIVISION  
CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

Efficient procurement services for both internal and external users.

**MISSION STATEMENT**

To procure goods and services in the most cost effective manner to ensure that they are provided in the right quantities, the right quality, from the right source in timely and the right delivery period at the lowest possible total price and as per terms and conditions of the contract.

**CORE VALUES**

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Procure goods and services	<ul style="list-style-type: none"> <li>Requests from users</li> <li>Approval by PS</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Initiate process within two (2) working days for open tenders</li> <li>Initiate process within three (2) working days for restricted tenders</li> <li>Process RFQ within (7) working days</li> </ul>
2.	Processing of tenders including preparation of evaluation report	Timely feedback	Nil	<ul style="list-style-type: none"> <li>Bid opening within same day as closing date</li> <li>Evaluation committee meeting to be convened within 5 days after close of Bidding</li> <li>Evaluation committee report to be ready within three (3) days after end of evaluation period</li> <li>Review of evaluation and preparation of Agenda for MTC to be done within two days after receipt of evaluation reports</li> </ul>
3.	MTC award and issuing of LPO/LSO to winning firm	<ul style="list-style-type: none"> <li>Receipt of acceptance letter by tenders within 7 days after notification</li> <li>Approved minutes of MTC Award</li> <li>Timely preparation of MTC Agenda</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Minutes of MTC award to be ready within 2 days after MTC award meeting</li> <li>Award letter to winning firm and notification of losing firms to be done within two days after MTC award meeting</li> <li>Contract to be prepared and signed within 14 days after award</li> <li>LPO/LSO to be prepared and issued within 2 days after signing of contract</li> </ul>
4.	Initiate processing of merchants payments and submit the same to accounts division	<ul style="list-style-type: none"> <li>Receipt of goods/services as per terms of contract</li> <li>Receipt of invoice</li> <li>Inspection and acceptance certificate</li> </ul>	Nil	Within two (2) working days upon receipt of invoice
5.	Facilitate disposal of idle and unserviceable assets	<ul style="list-style-type: none"> <li>Receipt of request</li> <li>Idle and unserviceable assets</li> <li>Public procurement and disposal act</li> </ul>	Nil	Once every year
6.	Facilitate implementation of the 30% AGPO to enterprises owned by Youth, Women and PWDs	<ul style="list-style-type: none"> <li>Requests received</li> <li>Availability of funds</li> <li>Registration of companies under the programme</li> </ul>	Nil	By end of the financial year
7.	Response to communication(letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"> <li>Within five (5) working days for letters</li> <li>Within three (3) working days for Emails</li> <li>For complex issues, will give initial reply of when full response should be expected</li> </ul>
8.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"> <li>Within ten (10) minutes for visitors with appointment</li> <li>Twenty (20) minutes for visitors without appointment</li> </ul>
9.	Answering incoming calls	Incoming call	Nil	Answer within three (3) rings
10.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Head,**  
Supply Chain Mgt Division,  
Ministry of Foreign Affairs & International Trade,  
P.O Box 30551 – 00100, Nairobi  
Telephone: 318888 Ext 232  
E-mail: [procurement@mfa.go.ke](mailto:procurement@mfa.go.ke)

OR

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-00100, Nairobi  
Tel: +254 20 3316967, +254 20 3318888 Ext. 415/412  
Hotline: 0702 268 655 (SMS ONLY)  
E-mail: [complaints@mfa.go.ke](mailto:complaints@mfa.go.ke), [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***





REPUBLIC OF KENYA

MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE

PROTOCOL DIRECTORATE  
CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT

An efficient directorate in providing protocol services to the Government, diplomatic missions and international organizations accredited to Kenya.

MISSION STATEMENT

To procure goods and services in the most cost effective manner to ensure that they are provided in the right quantities, the right quality, from the right source in timely and the right delivery period at the lowest possible total price and as per terms and conditions of the contract.

CORE VALUES

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

No.	Services/Goods rendered	Requirements	Fees	Timeline
1.	Coordinate incoming/outgoing visits of state	<ul style="list-style-type: none"><li>Receipt of request</li><li>Incoming/outgoing visitors</li><li>Notice of meeting/visit</li></ul>	Nil	<ul style="list-style-type: none"><li>Within a day for incoming visits</li><li>Immediately upon receipt of notice of both incoming/ outgoing state visit</li></ul>
2.	Preparation of letters of credence/ recall for ambassadors/ high commissioners	<ul style="list-style-type: none"><li>Receipt of request</li><li>Existence of a mission</li><li>Existence of vacancy</li></ul>	Nil	Within five (5) working days
3.	Preparation of letters of commission for Kenya's consuls	<ul style="list-style-type: none"><li>Receipt of request</li></ul>	Nil	Within five (5) working days
4.	Facilitate presentation of credentials by heads of mission accredited to Kenya to the Head of State	<ul style="list-style-type: none"><li>Receipt of request</li><li>Receipt of letters of credence and/or commission</li></ul>	Nil	Three (3) days upon receipt of the request.
5.	Arrange appointments for visiting dignitaries	<ul style="list-style-type: none"><li>Receipt of request (diplomatic note)</li><li>Give two (2) weeks notice</li></ul>	Nil	Within two (2) working days for emergency appointments Within two (2) weeks for routine appointments
6.	Prepare official programme for state visits	<ul style="list-style-type: none"><li>Receipt of request (diplomatic note)</li><li>Invitation notice from the head of state</li></ul>	Nil	Within two (2) weeks
7.	Process VAT Exemptions for diplomatic entities	<ul style="list-style-type: none"><li>Host country agreement for international organizations</li><li>Note Verbale</li><li>Notification of arrival</li><li>Diplomatic Identification Card</li><li>Certified Receipts of goods purchased</li><li>Pro 1A &amp; pro 1B</li></ul>	Nil	Process VAT Exemptions within 30 days
8.	Process visas application requests for Kenya Government officials travelling on official business abroad	Receipt of request two weeks before date of departure	Nil	Within two (2) weeks
9.	Response to communication(letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>Within five (5) working days for letters</li><li>Within three (3) working days for Emails</li><li>For complex issues, will give initial reply of when full response should be expected</li></ul>
10.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>Within ten (10) minutes for visitors with appointment</li><li>Twenty (20) minutes for visitors without appointment</li></ul>
11.	Answering incoming calls	Incoming call	Nil	Answer within three (3) rings
12.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

The Chief of Protocol,  
Protocol Directorate,  
Ministry of Foreign Affairs and International Trade,  
P.O Box 30551 – 00100, Nairobi  
Telephone: 318888 Ext: 337/277  
Fax: 341935  
Email: protocol@mfa.go.ke

OR

The Principal Secretary,  
Ministry of Foreign Affairs and International Trade,  
P.O. Box 30551-GPO00100, Nairobi  
Tel: +254 20 3316967, +254 20 318888 Ext. 415/412  
E-mail: complaints@mfa.go.ke, info@mfa.go.ke

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***



REPUBLIC OF KENYA

**MINISTRY OF FOREIGN AFFAIRS  
AND  
INTERNATIONAL TRADE**

**LIAISON, PARLIAMENTARY AND COUNTY AFFAIRS DEPARTMENT  
CITIZENS' SERVICE DELIVERY CHARTER**

**VISION STATEMENT**

To be a premier Parliamentary and County liaison services provider.

**MISSION STATEMENT**

To pursue the interests and facilitation of Parliament and County Governments with regard to foreign policy and other foreign engagements

**CORE VALUES**

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

No.	Services/Goods Rendered	Requirements	User charges	Time Line
1.	Preparation of responses /Statement to Parliamentary questions and liaison with other relevant Directorates.	Receipt of request	Nil	<ul style="list-style-type: none"><li>• Within 3-5 working days upon receipt of request</li><li>• For request that require extensive consultations, an initial reply shall be given with indication of when full response should be expected</li></ul>
2.	Liaise with Parliament and the County Governments on official activities involving foreign and diplomatic representations.	Receipt of communications	Nil	<ul style="list-style-type: none"><li>• Within one to five (1-5) working days for letters and memos</li><li>• But for complex issues, will give initial reply of time limit when full response should be expected after consultations.</li><li>• Immediate response incase of emails</li></ul>
3.	Liaising with Parliament and County Governments on foreign policy issues	Receipt of communication	Nil	Promptly or within 5 days in case of a reply to a letter.
4.	Facilitation on study/ benchmarking tours	Receipts of request	Nil	Within eight and twelve weeks.
5.	Provision of information on Kenya's Foreign Policy	Receipts of request	Nil	Promptly or within 5 days in case of a reply to a letter.
6.	Provide technical reports	Receipt of request	Nil	<ul style="list-style-type: none"><li>• Within seven (7) days for technical reports</li><li>• Within fourteen (14) days for analytical reports</li></ul>
7.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"><li>• Within ten (10) minutes for visitors with appointment</li><li>• Twenty (20) minutes for visitors without appointment</li></ul>
8.	Answering of incoming calls	Incoming call	Nil	Answer within three rings
9.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Nil	Within eight (8) days after the end of the quarter

***"Commitment 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:***

**The Director,**  
Liaison, Parliamentary and County Affairs Department,  
Ministry of Foreign Affairs and International Trade,  
P. O Box 30551 – 00100, Nairobi  
Tel: 020-3318888 Ext 281/283  
Fax: 2240066  
Email: [liaison@mfa.go.ke](mailto:liaison@mfa.go.ke)

**OR**

**The Principal Secretary,**  
Ministry of Foreign Affairs and International Trade,  
P.O Box 30551 – 00100, Nairobi  
Telephone: 3318888 Ext 301/302/503  
Hotline: 0702 268 655  
Email: [complaint@mfa.go.ke](mailto:complaint@mfa.go.ke) / [info@mfa.go.ke](mailto:info@mfa.go.ke)

***"HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO"***