



REPUBLIC OF KENYA

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EXECUTIVE OFFICE OF THE PRESIDENT

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OFFICE OF CHIEF OF STAFF AND HEAD OF THE PUBLIC SERVICE

# SERVICE DELIVERY CHARTER

March, 2025

*Synergy, the Epitome of True Success*



## **VISION STATEMENT**

**An effective, efficient and accountable Public Service**

## **MISSION STATEMENT**

**Promote Values and Principles of Public Service**



## **FOREWORD**

This Service Charter marks an important milestone in the Office of Chief of Staff and Head of the Public Service commitment towards provision of better services to the clients. It is part of the ongoing Public Sector reforms aimed at observing the Principles set therein, through better organization and co-ordination of Government Policy.

The Charter stipulates the vision, mission, mandate, core values and core functions of this office. It also sets standards for service delivery, expectations of the clients, commitment of the office in service delivery.

It thus provides a mechanism for self evaluation as well as evaluation by the clients served. It therefore lays a foundation upon which continuous service delivery improvements will be based. Further, it affirms commitment to provide better services to our clients.

The Charter also outlines the services provided by the office, the specific offices providing the services and also sets out the mechanisms of seeking redress.

Our clients are, therefore, invited to help this office implement the Charter and should always feel free to identify and bring out shortcomings to our attention. Such information shall be treated confidentially.

**ARTHUR A. OSIYA, C.B.S.**  
**PRINCIPAL ADMINISTRATIVE SECRETARY**

# OFFICE OF CHIEF OF STAFF AND HEAD OF THE PUBLIC SERVICE SERVICE DELIVERY CHARTER

## 1.0 Introduction

The Office of Chief of Staff and Head of the Public Service is the center of Government. It supports His Excellency the President to deliver public policy for delivery of public services to all Kenyans. The Office holds a delegated authority to undertake the day-to-day operations of the Office of the President in line with Article 132 (3) of the Constitution.

## 2.0 Mandate

Supervise, Co-ordinate and Oversight Ministries, Departments and Agencies.

## 3.0 Core Values

- Patriotism;
- Professionalism;
- Teamwork;
- Integrity;
- Inclusivity;
- Accountability; and
- Fairness.

## 4.0 Objectives of the Charter

- Enhance awareness on the role of Office of Chief of Staff and Head of the Public Service.
- Highlight core activities of the Office of Chief of Staff and Head of the Public Service.
- Provide information on range of services offered.
- Set service standards, clients' expectations and avenues for remedy.

## 5.0 Types of Services Rendered

### 5.1 The Office of Chief of Staff and Head of the Public Service Discharge the following functions:

- (i) Supervision and co-ordination of the MDAs in the implementation of the BeTA;
- (ii) Support the President in executing his constitutional mandate including appointments into the public service in accordance with the constitution and other laws;
- (iii) Promotion of national unity and safeguarding of the national interest;
- (iv) Advancement of Kenya's strategic interests at regional, continental and on international arena;
- (v) Co-ordination of annual reporting on all measures taken and progress achieved in the realization of the national values and principles of governance;
- (vi) Co-ordination of the preparation and submission to parliament of the Report on the state of national security and Kenya's international obligations;
- (vii) Co-ordination of public service reforms and public service management;
- (viii) Administrative head of the Executive Office of the President;
- (ix) Co-ordinating and convening Principal Secretaries committees;

- (x) Promote ethics, good governance, efficiency and effectiveness in the provision of public services through the deployment of right skills, values and leadership in the Kenya public service;
- (xi) Transmit executive directives/orders and the presidential proclamations to ministries, state organs, state departments and state agencies for their information, implementation or other action;
- (xii) Promote and mainstream national values and principles of governance in the public service;
- (xiii) Organizational and structural reforms of public entities;
- (xiv) Promote utilization of geospatial information for sustainable natural resource management;
- (xv) Promote good governance in betting and gaming industry;
- (xvi) Modernize and transform the Government Press into an efficient and commercially viable entity;
- (xvii) Advisory on the exercise of the Power of Mercy;
- (xviii) Enhance the management of territorial integrity of the Republic of Kenya;
- (xix) Advise on the sustainable commercialization of the oceans and blue economy resources;
- (xx) Enhance the management and co-ordination of Kenya’s assistance program to South Sudan;
- (xxi) Co-ordinate audit, legal and regulatory compliance;
- (xxii) Co-ordinate the President’s priority initiatives and directives;
- (xxiii) Effectively communicate the government policies, initiatives and achievements to the public;
- (xxiv) Enhance service delivery of the State Corporations; and
- (xxv) Custodian of the Kenya public seal and other instruments of the state for national posterity.

**Table 1: Client Profile**

<b>External Clients</b>	<b>Internal Clients</b>
Ministries, Departments, Agencies and Counties (MDACs)	Executive Office of the President  Departments/Directorates and Staff
Parliament	
The General Public	
Suppliers and service providers	

**Table 2: Services Rendered**

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
1	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3	Response to correspondence	Written Correspondence (Letters)	Free	5 working days
		Email	Free	1 working day
4	Response to public complaints and grievances	Make a complaint	Free	1 working day
5	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6	Registration of suppliers	Dully filled application form, Company profile, Certificate of Incorporation/Registration, PIN Certificate, Valid tax compliance certificate/Exemptions, original bank statement, copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, copies of annual return forms filled by company registry, National ID/Passport.	Free	14 working days
7	Processing of tenders	Submit bids for good and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment for goods and services rendered	L.P.O/ Invoice certificate of completion/goods /services received	Free	60 days from the date of receipt of the invoice.
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12	Recruitment of Staff	Make formal application based on the advert	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 days
<b>Office of Chief of Staff and Head of the Public service</b>				
1	Co-ordinate and Direct functions of Ministries, Departments and Agencies	As guided by existing legal and policy frameworks	—	—
<b>Office of the Government Spokesperson</b>				
1.	Dissemination of Government-wide communication	Formal requests to access information	Free	24 hours
<b>Government Press (GP)</b>				
1	Printing Orders	<ul style="list-style-type: none"> <li>An indent requisition/request letter from a Ministry/Department for a job to be printed should be received by the Government Printer.</li> <li>Once approved, a proforma invoice will be issued at our production &amp; planning office.</li> <li>When preparing soft copy documents for printing, contact our office for advice.</li> </ul>	As per estimate	On payment of your order, you will be advised when to collect your work which will take the least time depending on the volume of work.
2	Standard Government Forms and Books	S.12	Free issues are indicated in the catalogue of Government Standard Forms and Books which is available at Government Press Dispatch section.	30 minutes
3	Accountable Documents	Indents/introduction letter from Ministry/Department	Free issues are indicated in the catalogue of Government Standard Forms and Books which is available at Government Press Dispatch section.	30 minutes
4	Kenya Gazette notices and Legislative Supplements	<ul style="list-style-type: none"> <li>All "copy" submitted for publication should be prepared on one side of an A4 sheet no matter how small the notice is with each page numbered and typed with double spacing.</li> <li>All notices to be published should reach the Government Printer not later than 09.00 a.m. on Friday of the week preceding the desired publication date, otherwise it will be published the following week.</li> </ul>	<b>KSh.</b> Full page 27,840 Full single column 13,920 Three quarter column 10,440 Half column 6,960 Quarter column or less 3,480	Kenya Gazette is published every Friday except public holidays

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
5	Kenya Gazette Annual Subscription	Fill subscription forms from our dispatch store	Annual subscription (excluding Postage in Kenya) 13,920 Annual subscription (including Postage in Kenya) 16,935 Half- yearly subscription (excluding postage in Kenya ) 6,960 Half-yearly subscription (including postage in Kenya) 8,470	<b>KSh</b> Posted every Friday Collect every Friday at our dispatch stores
6	Kenya Gazette: Weekly	Purchase at Government Press Bookshop along Haile Selassie Avenue	KSh. 60	30 minutes
7	Kenya Gazette: (i) Legislative Supplements (ii) Bills (iii) Acts	Purchase at Government Press Bookshop along Haile Selassie Avenue	KSh. Up to 2 pages 15 Up to 4 pages 25 Up to 8 pages 40 Up to 12 pages 60 Up to 16 pages 80 Up to 20 pages 95 Up to 24 pages 110 Up to 32 pages 145 Up to 36 pages 165 Up to 40 pages 180 Each additional or 4 pages thereof 20	30 minutes
8	Other Government Publications	Purchase at Government Press Bookshop along Haile Selassie Avenue	See current catalogue of Government Publications upon enquiry	30 minutes
<b>Government Vehicle Check Unit (GVCU)</b>				
1	Government Vehicle Check Unit Surcharge Payments	Surcharge sheet	As per surcharge sheet	1 day
<b>Power of Mercy Advisory Committee (POMAC)</b>				
1	Getting a response on the application for the Power of Mercy	Completing and submission of the petition form in the power of mercy application platform	Free	1 day
2	Petitioning for the power of mercy	Petition form	Free	90 days
<b>Directorate of Resource Surveys and Remote Sensing (DRSRS)</b>				
1	Conduct Land use & Land cover mapping	Submit request and Terms of Reference	Fees charged depending on scale per map	2 days for existing maps Negotiated with client for maps not existing
2	Provision of thematic datasets and technical reports	Provide specifications of data & reports	KSh. 35,000/- per theme	7 working days
3	Reconnaissance flights	Provide detailed and accurate information on requirement	KSh. 35,000/- per flight	5 flights
4	Reconnaissance surveys	Provide detailed and accurate information on requirement	Fee set depending on flight per hour	As per the survey

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
5	Natural resource aerial surveys and mapping	Provide detailed and accurate information on requirement including scale of mapping	KSh. 145,000/- per hour	3 – 6 months
6	Thematic map production	Provide detailed and accurate information on requirements with objectives well-defined. Should also respect contractual obligation	KSh. 5,000 per theme	30 days
7	Wildlife/Livestock aerial sample counts	Provide detailed and accurate information on requirement including minimum mappable units	KSh. 145,000/- per hour	12 – 15 days
8	Digital cartography	Provide detailed and accurate information on requirement including scale of mapping	KSh. 35,000/- per theme	30 days
9	GIS Processing	Provide detailed and accurate information on requirement including visualization mode	KSh. 75,000/- per theme	30 days
10	Digital Photography & LiDAR Mapping	<b>Using Optech Digital Survey Camera (Cost (KSh)/km<sup>2</sup> for &lt;=100 km<sup>2</sup>)</b>		
		Digital Flight Planning	50,000	2 days
		Airborne Data acquisition	2,000,000	5 days depending on weather
		Geo-referencing	200,000	3 days
		Post Processing	550,000	8 days
		<b>Using LM-1560 LiDAR Photographic Scanner</b>		
		Digital Flight Planning	70,000	3 days
		Airborne Data acquisition	4,500,000	6 days
		Geo-referencing	350,000	3 days
		Post Processing	1,200,000	10 days
11	Global Navigation Satellite System (GNSS) Surveys	<b>Using the GS-15 GNSS Equipment</b>		
		Survey Field Planning	250,000	3 days
		Ground Data acquisition	1,600,000	15 days
		Post Processing	350,000	5 days
		Generation of Report	250,000	3 days
12	Hyper spectral Mapping	<b>Using micro CASI-1920 Hyper spectral Sensor</b>		
		Digital Flight Planning	650,000	3 days
		Airborne Data acquisition	3,200,000	7 days
		Geo-referencing	300,000	8 days
		Post Processing	1,000,000	8 days
13	Satellite Image Processing	Satellite Image Downloading	100,000	3 days (Depending on spatial resolution)
		Satellite Image Pre-processing	250,000	5 days
		Satellite Image Post-processing	300,000	5 days
		Satellite Image Classification/Interpretation	550,000	8 days
		Field Ground truthing of interpreted/Classified Image	2,500,000	12 days
		Satellite Image map production	280,000	5 days
14	Training in Remote Sensing, GIS and GPS	Provide detailed and accurate satellite/aerial photography data requirements	KSh. 4,500 per person/day	21 days
<b>State Corporations Advisory Committee</b>				
1.	Undertake Board evaluation of State Corporations and submit a report	Confirmation of a suitable date by a State Corporation to undertake Board Evaluation	Free	On scheduled date
2.	Undertake categorization of newly established State Corporations	Submission of a request for categorization of a State Corporation	Free	Next Committee meeting
3.	Induction of Board Members	Submission of a request to undertake induction for a newly appointed board member	Free	Date scheduled by the state corporation
<b>Inspectorate of State Corporations</b>				
1.	Undertaking surcharges and restitution of misappropriated /misused State Corporations funds	Relevant supporting documentations	Free	Within three months of receiving the case
2.	Undertaking comprehensive Management Audits in State Corporations	A written request and supporting documentation	Free	3- months
3.	Undertaking special investigations in State Corporations	A written request and supporting documentations	Free	Within six weeks
4.	Monitoring performance of State Corporations and giving feedback to State Corporations	Performance Contracts and quarterly performance reports	Free	Every quarter of the year within three weeks

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
5.	Undertaking project inspections in State Corporations	A written request and project documentations	Free	Within six weeks
<b>Betting Control and Licensing Board (BCLB)</b>				
1	Public Gaming License	Completion of application form (Section 46 Cap 131). Investigation by the Board to determine suitability of the applicant and the premise.	<b>KSh.</b> Application fee 1,000,000 Grant fee 3,000,000 Annual fee 500,000 License renewal fee 25,000  Local applicant 250,000 Foreign applicant 1,000,000 Transfer (location) fee 100,000  <b>Investigation fee</b>	6 months
2	Public Lottery Annual Permit	Completion of Application Form (Section 36 Cap 131). Investigation by the Board to determine suitability of the applicant.	<b>KSh.</b> Applicant fee 1,000,000 Grant fee 4,000,000 Annual fee 500,000 License renewal fee 25,000  Local applicant 500,000 Foreign applicant 1,000,000  <b>Investigation fee</b>	6 months
3	Public Lottery permit for three months	Completion of Application Form (Section 36 Cap 131). Recommendation by relevant authorities	Application fee 2,000  <b>Permit fee</b> 3% of the expected proceeds from the lottery or 75,000 whichever is the less	30 days

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
4	Prize Competition Permit	Completion of Application Form (Section 59A Cap 131). Proof of possession of prizes. Submission of Art Work. Advertising budget wit media schedule. Production and Design Cost.	KSh. Application fee 500  <b>Permit fee</b> 6% of the total budget (sum of Advertising, production and design cost and cost of all prizes)	30 days
5	Bookmakers License	Completion of Application Form (Section 16 Cap 131). Investigation by the Board to determine suitability of applicant and premises.	KSh. Application fee 10,000 Grant fee 200,000 Annual fee 50,000  <b>Investigative fee</b>  Local Applicant 50,000 Foreign applicant 500,000  <b>Premise Fee</b>  Premises grant fee 100,000 Premises Annual fee 50,000 License renewal fee 5,000 Premises renewal fee 5,000	6 months

**Note: The cost of the service is service is subject to Exchange Rate, manpower involved and also the cost of aviation fuel among other factors.**

## **6.1 Commitment to our Clients**

The Office of Chief of Staff and Head of the Public Service is committed to courtesy, excellence and integrity in service delivery.

## **7.0 Redress Mechanism**

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

Physical address: [Harambee House, Harambee Avenue, P.O. Box 62345- 00200, Nairobi.](#)

Email: [servicedeliverycharter@headofpublicservice.go.ke](mailto:servicedeliverycharter@headofpublicservice.go.ke)

Telephone: +254 - 20 – 2227411

Website: [www.headofpublicservice.go.ke](http://www.headofpublicservice.go.ke)

## **9.0 Amendments to the Charter**

In consultation with our clients the Office of the Chief of Staff and Head of the Public Service shall subject this Service Charter to continuous amendments with a view to improving services.

## **10.0 General Information**

The Office of Chief of Staff and Head of the Public Service provide services during the official working days (Monday Friday, excluding official Public Holidays) as from **8.00 a.m. 1.00 p.m., 2.00 p.m. 5.00 p.m.** –