

Vision

An Institution of Honour and Excellence
for a democratic and prosperous Nation

**Our Commitment**

We are committed to render the highest, transparent and accountable standards of service to our customers while fulfilling our mandate.

**STATE HOUSE
CITIZENS' SERVICE DELIVERY CHARTER**

S/No	SERVICES RENDERED	REQUIREMENTS FROM CITIZENS	TIME (Days/Hours)	User Charges
1	Accreditation of Pressmen	Application/Request Letters for Accreditation	Within five (5) days on application or request	Free
2	Presidential Pronouncements	N/A	Within thirty (30) minutes on the Decision	Free
3	Tendering: (i) Advertisements (ii) Opening (iii) Awarding (iv) Selling boarded items	<ul style="list-style-type: none"> Application bids Sealed Tender documents Supply of goods and services as per the tender Payments required by tender 	Within the Prescribed Period i.e. twenty eight (28) days Within 28 days	KShs.1,000 Free
4	Presidential Appointments	Application/Request Letters	Within fourteen (14) days on Application/Request	Free
5	Presidential Petitions	Petition Letters	Within seven (7) days on Petition	Free
6	Invitation to State functions	Identification Documents e.g. Identification cards, invitation letters and car stickers.	Within seven (7) days to the date of the function	Free
7	Management of Points of entry (i) Gates (ii) Telephone Exchange (iii) Mail delivery	<ul style="list-style-type: none"> Identification documents e.g. Identification cards, invitation letters and car stickers. Clear call, Clear inquiry Properly addressed letter/s 	Within fifteen (15) minutes Within one (1) Minute Within two (2) minutes	Free Free Free
8	Management of Complaints/Compliments	Complaints/Compliment Letters	Within five (5) days	Free
9	Payments	<ul style="list-style-type: none"> Invoices Tender Documents 	Within five (5) days	Free
10	Hospitality services	<ul style="list-style-type: none"> Arrival on invitation/appointment 	Within five (5) minutes	Free

Committed to Excellence in Service Delivery

We encourage feedback on the level of service received and any other concerns, to the **Private Secretary/Comptroller** on
P.O. Box 40530 – 00100, Nairobi Kenya
Tel:020-2227436 or e-mail address: contact@statehousekenya.go.ke