

VISION 2030 DELIVERY SECRETARIAT CITIZENS' SERVICE DELIVERY CHARTER

NO	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOODS	COST OF SERVICE/GOODS	TIMELINE
TO THE PEOPLE OF KENYA				
1	Treat the general public courteously and professionally	None	Free	Continuous
2	Respond to enquiries;			
	Telephone	Call the phone lines provided	Free	3 Rings
	Email	Write through the email address provided	Free	24 hrs
	Letters	Write and post through the postal address provided	Free	3 days
	Walk in	Visit the institution at the indicated address	Free	Promptly
	Owned Online media channels	Engage on the online handles provided	Free	Promptly
TO THE MINISTRIES, DEPARTMENTS AND AGENCIES				
1	Offer advisory services	None	Free	Continuous
2	Provide feedback on analyzed quarterly progress reports	Submit Quarterly progress reports as guided	Free	Quarterly
3	Develop strategic partnerships in the implementation of Vision 2030	Engage Vision 2030 Delivery Secretariat	Free	Quarterly
4	Provide an annual consolidated progress report which is disseminated	Submit annual status updates and validate the report	Free	Annually
TO THE VISION 2030 DELIVERY BOARD				
1	Sustain and manage the delivery of Vision 2030	None	Free	Continuous
TO THE VISION 2030 STAKEHOLDERS				
1	Communicate progress of Vision 2030 programmes/projects	None	Free	Quarterly
2	Promote Vision 2030 brand	None	Free	Continuous
3	Manage stakeholder relations	None	Free	Continuous
4	Release reports to various publics	None	Free	Quarterly
TO EMPLOYEES				
1	Provide a conducive work environment and adequate resources	None	Free	Continuous
2	Communicate policy changes regularly	Communicate through availed channels	Free	One Week
3	Implement staff development programmes	Communicate development needs through indicated avenue	Free	Continuous
4	Manage performance appraisal cycle	None	Free	Annually
TO THE NATIONAL GOVERNMENT				
1	Submit Annual Financial Statements	None	Free	Annually
2	Compliance with statutory requirements	None	Free	Monthly
3	Compliance with the Public Procurement and Asset Disposal Act, 2015 & Public Procurement & Disposal Regulations, 2020	None	Free	Continuous
TO SUPPLIERS				
1	Pay for goods and services delivered	Timely delivery of services/goods and submission of invoices	Free	30 Days
TO VDS				
1	Integrate ICT in service delivery	None	Free	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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:

The Director General
Kenya Vision 2030 Delivery Secretariat
BRITAM Centre, 7th & 8th Floor
Upper Hill, Nairobi
P.O. Box 52301-00200 Nairobi
Telephone: +254 (0)20 2722031/ 2722030
Email: info@vision2030.go.ke or dg@vision2030.go.ke

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
2nd Floor
West End Towers, Waiyaki Way, Nairobi
P.O. Box 20414-00200 Nairobi
Telephone: +254 (0) 20 2270000/2303000
Email: complain@ombudsman.go.ke