



THE COMMISSION ON ADMINISTRATIVE JUSTICE
(Office of the Ombudsman)
Hata Mnyonge ana Haki

SERVICE DELIVERY CHARTER

VISION

A society that upholds Administrative Justice and Access to Information.

MISSION

To enforce Administrative Justice and Access to Information through complaints resolution and public education for efficient and effective service delivery.

CORE VALUES

Values are an integral part of an organization's culture and create a sense of identity, belonging and purpose. The following are core values of the Commission:



CITIZEN'S SERVICE DELIVERY CHARTER

S/No.	SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
1.	Answering telephone calls	Incoming calls	Free	Within 3 rings
2.	Attending to visitors	None	Free	Within 3 minutes upon arrival
3.	Responding to general correspondence	Incoming correspondence	Free	7 days upon receipt of correspondence
4.	Resolution of Complaints on Administrative Justice	<ul style="list-style-type: none"> ● Lodged complaint on web-based Complaints Management Information System (CMIS) ● Contact details ● Supporting documents 	Free	30 -180 days
5.	Review of Access to Information (ATI) applications	<ul style="list-style-type: none"> ● Written request for review ● Contact details of applicant ● Supporting documents 	Free	30 days upon receipt of the application
6.	Resolution of complaints on Access to Information	<ul style="list-style-type: none"> ● Written request for review ● Contact details of applicant ● Supporting documents 	Free	30 days upon receipt of the complaint
7.	Investigations on Administrative Justice and violation of Access to Information	<ul style="list-style-type: none"> ● Written complaint ● Supporting documents ● Contact details 	Free	90 – 180 days
8.	Approval of requests for disposal of records by public institutions	<ul style="list-style-type: none"> ● Written request ● Supporting documentation/ equipment 	Free	30 days
9.	Determination of appeals on Administrative Justice complaints	<ul style="list-style-type: none"> ● Appeal lodged after the decision ● Contact details ● Supporting documents 	Free	30 days
10.	Training of Ministries, Departments, Agencies and County governments (MDACs) on Administrative Justice and Access to Information	Written request for training	Free	Feedback provided within 7 days upon receipt of request
11.	Certification of MDACs on Resolution of Public Complaints and Implementation of Citizen Service Charters	Submission of quarterly reports	Free	45 days after the end of the financial year
12.	Processing of request for information	Request for information	Free	Within 21 days. However, information that involves life and liberty of a person shall be provided within 48 hours as per the ATI Act 2016.
13.	Registration of suppliers and updating of the suppliers register	<ul style="list-style-type: none"> ● Supplier profile ● Supporting documents ● Statutory certificates 	Free	<ul style="list-style-type: none"> ● Registration - Every two years ● Updating of the Register (Continuous Registration) - Every 6 months
14.	Procurement of goods and services	Submission of bid documents and relevant supporting documents	Free	<ul style="list-style-type: none"> ● Open tenders and Consultancy services – 14 days ● Request for quotation, Restricted tender and Direct procurement – 7 days
15.	Payment to suppliers for goods, works and services.	<ul style="list-style-type: none"> ● Invoice ● Delivery note/Job card/fee note ● Relevant supporting documents 	Free	30 days upon delivery, acceptance and receipt of exchequer funding

WE ARE COMMITTED TO EXCELLENT SERVICE DELIVERY

Any service rendered that does not conform to the above standards should be reported to:

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
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