



OFFICE OF THE DEPUTY PRESIDENT  
STATE DEPARTMENT FOR CABINET AFFAIRS

CITIZENS' SERVICE DELIVERY CHARTER

Vision

Excellence in implementation of Government policies

Mission

To oversee the implementation of cabinet decisions, strategic Government initiatives and public sector reforms through effective coordination for transformative and inclusive growth.

Core Values

- ✓ Whole of Government Approach
- ✓ Good Governance
- ✓ Professionalism
- ✓ Cultural Transformation
- ✓ Equality and Equity

B: CORE SERVICES

No	Customer Support Services	Clients	Customer Requirement (s)	Cost of service	Timeline
1	Provision of secretariat services and technical support to Cabinet Committees	Cabinet	Timely submission of briefs and analytical reports	Free	Continuous
2	Preparation of quarterly and annual implementation status reports on Cabinet Decisions	Implementing Ministries, Departments and Agencies	Timely submission of quarterly and annual implementation reports	Free	Continuous
3	Maintain, improve, update and mainstream a coordination and management information system for executive decisions and pronouncements	Implementing Ministries, Departments and Agencies	Submission of quarterly and annual implementation status reports	Free	Continuous
4	Development and review of frameworks for the conceptualization of Special Government Initiatives	Implementing Ministries, Departments and Agencies	Timely submission of proposals  Active participation in meetings	Free	Continuous
5	Preparation of annual implementation status reports for Special Government Initiatives	Implementing Ministries, Departments and Agencies	Timely submission of reviews and progress reports	Free	Continuous
6	Coordination, management and implementation of the Public Sector reform programmes	Implementing Ministries, Departments and Agencies	Timely submission of reviews and progress reports  Active participation in meetings	Free	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good 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 both of the following:

Principal Secretary

State Department for Cabinet Affairs,  
Harambee House Annex, Harambee Avenue,  
P. O. Box 74434- 00200, Nairobi,  
Tel. No.: 254 (0)20-3247000 | E-mail: ps@cabinetaffairs.go.ke | Web: https://www.cabinetaffairs.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 , Tel: +254 (0) 20 2270000/2303000,  
Email: feedback@ombudsman.go.ke