



REPUBLIC OF KENYA

SERVICE CHARTER

FOR THE

MINISTRY OF THE EAST AFRICAN COMMUNITY



"COMMITTED TO SERVE EAST AFRICANS"



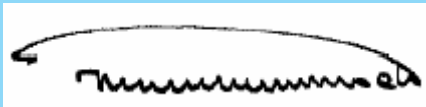
INTRODUCTION

The Ministry of the East African Community, is pleased to present its Service Charter.

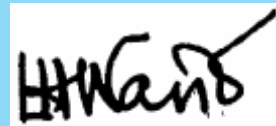
We commit ourselves to working in ways set out in the Charter, to improve our service to you. We will use the Charter to set standards for ourselves, to measure our performance in serving you and to maintain focus on your needs.

The Charter informs you of the quality of service you can expect from us. It provides an avenue to comment on our performance and advises on how you can help us to serve you.

We at the Ministry of the EAC, will be very pleased and look forward to hearing and reading from you.



HON. John K. Arap Koech, EGH, MP
Minister



Amb. Dr Hukka WARIO, CBS
Permanent Secretary

VISION

Achieve an East African Political Federation

MISSION

Facilitate and coordinate the linkage and development of appropriate policies, projects and programmes of East African Community, to help realise the federation for the benefit of all the peoples of East Africa.

MANDATE

East African Community and Regional Cooperation Policy

OFFICIAL WORKING HOURS

Our official working hours are 8.00a.m to 5.00p.m and lunch break from 1.00p.m to 2.00p.m during weekdays. Our visitors are welcome to our offices during working hours.

OUR LOCATION / PHYSICAL ADDRESS

We are Located on 16th to 19th floor of Co-operative Bank Building on Haile-Selasie Avenue, Nairobi – Kenya, our reception is on 16th floor.

POSTAL ADDRESS

The Permanent Secretary
Ministry of the East African Community
P.O Box 8846-00200 City Square
Nairobi, Kenya.

Telephone:

+254-20-245741

+254-20-211614

+254-20-219524

Fax No.

+254-20-253 244

E-mail address

ps@meac.go.ke

Website:

www.meac.go.ke

What we expect from you:

- ❖ Treat our staff with respect and courtesy
- ❖ Give us accurate and complete information about your circumstances
- ❖ Do not offer gifts, money or other favours to our staff
- ❖ Give us feedback on our performance/quality of our services
- ❖ Demand high and quality services
- ❖ Attend meetings when invited
- ❖ Engage us in constructive criticism
- ❖ Fill in Customer Satisfaction Forms, on your own initiative or when requested to do so

MANAGEMENT OF COMPLAINTS/FEEDBACK

You are encouraged to talk to us on all issues of complaints, suggestions or observations giving the necessary details pertaining to the specific cases. If you are unhappy with our services, and you wish to complain, then you may call, fax, or e-mail through our contacts given at the end of this Charter. You may also drop your written complaints, suggestions or commendations in the Suggestion Box located on the 16th floor of Cooperative House.

We guarantee the confidentiality and privacy of all your communication with us. However, clients are encouraged to identify themselves to avoid difficulties in handling anonymous complaints. The Ministry shall address complaints within seven (7) days.

REVIEW OF THIS CHARTER

The Ministry in consultation with our clients and stakeholders shall review this service charter as and when necessary so as to ensure efficiency and effectiveness in service delivery.

OUR CORE FUNCTIONS:

The core functions of the ministry are to:-

- ❖ Develop policies, programmes and projects of EAC in liaison with other Partner States;
- ❖ Coordinate, monitor and evaluate the implementation of EAC policies, projects and programmes;
- ❖ Liaise with public and private sector institutions and other stakeholders on EAC matters;
- ❖ Maintain linkages between East African Legislative Assembly (EALA) and the Kenya National Assembly;
- ❖ Maintain linkages between EAC institutions, line ministries and other related institutions;
- ❖ Facilitate the review of Treaties, Protocols and Agreements under the EAC in liaison with other stakeholders;
- ❖ Promote Public and Private Sector Partnerships for financing of the EAC Programmes and Projects;
- ❖ Disseminate EAC Policies and Programmes;
- ❖ Conduct advocacy, image building and publicity campaigns on EAC;
- ❖ Implement recommendations of the Fast Tracking of East African Political Federation; and
- ❖ Formulate Regional Cooperation Policies such as foreign and security policy, communications and other sectoral policies

OUR CLIENTS

- ❖ The peoples of East Africa and beyond
- ❖ East African Partner States
- ❖ Regional Economic Communities (RECs)
- ❖ The East African Legislative Assembly (EALA) and the Kenya National assembly

- ❖ Government Ministries and Departments
- ❖ EAC Organs and Institutions
- ❖ Civil Society Organizations (CSOs); Non-Governmental Organizations (NGOs)/Community Based Organizations (CBOs); Faith Based Organizations (FBOs)
- ❖ Public and Private Sector Agencies
- ❖ The media
- ❖ Suppliers
- ❖ Staff

OUR CORE VALUES:

The ministry upholds the following core values:-

Team work and commitment:

Work as a team in discharging the mandate of the Ministry in providing service to clients.

Be committed to the spirit of realizing the East African Federation, and through lobbying and advocacy, encourage clients to embrace this spirit.

Professionalism: Maintaining high professionalism through continuous skills development and training.

Accountability, transparency and integrity: To discharge our mandate in an accountable and transparent manner by upholding public ethics and integrity

Equity: Treat all clients fairly and impartially.

Working Environment: Create a conducive working environment for effective service delivery to clients.

OUR CLIENTS' EXPECTATIONS.

You expect efficient and effective provision of services. Specifically we shall:

- ❖ Coordinate all EAC programmes and projects in a timely manner
- ❖ Carry out sensitisation programmes on the benefits of the community

- ❖ Convene inter-Ministerial and stakeholders meetings during the preparations of countrys' Position Papers
- ❖ Exercise professionalism as we negotiate with Partner States on issues of mutual interest. Enhance public and private sector partnership on East African Community initiatives
- ❖ Establish an effective communication network between the Ministry and stakeholders
- ❖ Put in place an effective monitoring and evaluation mechanism

OUR PROMISE/COMMITMENT TO SERVICE DELIVERY:

In serving you, we shall:

- ❖ Invite you, where appropriate, to inter-Ministerial meetings.
- ❖ Prepare and circulate minutes of meetings in less than seven working days after the meeting.
- ❖ Attend to all telephone calls promptly and in any case in not more than 30 seconds.
- ❖ Publish and circulate the Ministry's Newsletter every month.
- ❖ Answer all official correspondence immediately, and in any case not more than fourteen (14) working days from the date of receipt.
- ❖ Attend to visitors immediately upon their arrival.
- ❖ Make cash payments within two (2) working days from the date of receipt of voucher, whereas cheque payments will be made within five (5) working days from the date of receipt of the invoices.
- ❖ Respond to all queries at our customer service counters.
- ❖ Procure goods and services expeditiously and in line with Government procurement regulations and procedures.
- ❖ Communicate with all tender applicants within 30 days of closing each tender
- ❖ Disseminate policy documents and circulars to all officers within 7 working days on receipt.
- ❖ Observe integrity and ethics by having a work place free from unsolicited gifts, bribery and corruption.