



**REPUBLIC OF KENYA**  
**MINISTRY OF FOREIGN AND DIASPORA AFFAIRS**  
**STATE DEPARTMENT FOR DIASPORA AFFAIRS**

**CITIZENS' SERVICE DELIVERY CHARTER**

**VISION**

An empowered Diaspora for a competitive and prosperous Kenya

**MISSION**

To champion the protection of Kenya's Diaspora rights and welfare and mainstream them into national development

**CORE VALUES**

Diaspora-Centric; Innovative; Accountable; Reliable; Inclusive and Team spirit

<b>S/No</b>	<b>Service Offered</b>	<b>Requirements to obtain a Service</b>	<b>Cost of Service</b>	<b>Timelines</b>
1.	Responding to distress cases	Passport, exact location and contact details, official communication from the family, missions/ embassy involved, Employment Contract of the distressed (where applicable)	Nil	2 Working days; For responses that need extensive consultation an initial reply is given stating when full response should be expected.
2.	Relaying information of death	Passport/identification document, exact location and contact details, Official communication from the family, missions/embassy involved	Nil	2 Working days
3.	Facilitation of repatriation of mortal remains	Passport/identification document, exact location and contact details; official communication from the family, missions /embassy involved	Nil	2 Weeks
4.	Evacuation	Passport, exact location and contact details; official communication from the family, missions/embassy involved, Employment contract of the distressed (where applicable)	Nil	1 Week for medical evacuation; 2 weeks for political/natural disasters
5.	Responding to mails, Social Media enquiries and correspondence	Incoming calls,	Nil	Within four (4) rings or 30 seconds for calls
		Walk-ins,	Nil	Within Ten (10) minutes
		Correspondence (email, letter or social media) from organizations/stakeholders/client	Nil	Within Two (2) working days
6.	Access to information	Request for information	Nil	Promptly/ within one (1) working day; For inquiries

S/No	Service Offered	Requirements to obtain a Service	Cost of Service	Timelines
				that need extensive consultation an initial reply is given stating when full response should be expected.
7.	Provide responses/ statements to parliamentary questions	Receipt of request	Nil	Within five (5) working days For queries requiring extensive consultation an initial reply is given indicating when full response should be expected.
8.	Payment to service providers	Payment vouchers; Receipts; LPO/LSO; Invoices; Delivery note; Inspection and acceptance certificate; Authority for payment; Quotation; PIN, VAT and Tax compliance certificate and Bank details	Nil	30 days
9.	Verbal response to enquiry	Letter of enquiry, E-mail or receipt of formal communication to SDDA	Nil	24 Hours
10.	Guidance on psychological issues	Be a MFDA staff or family member, Kenyan Diaspora or their family members; Phone or written request from client	Nil	3 Working days
11.	Individual/Group Counseling	Be a MFDA staff or family member, Kenyan Diaspora or their family members; If referred (referral document, letter, e-mail, memo or phone request),	Nil	3 working days (session is booked)
12.	Psycho-education	Request from Diaspora, missions by letter, e-mail or memo; On routine basis	Nil	2 weeks (session is booked)
13.	Psychological First Aid in Emergencies	Request from MFDA staff through e-mail, phone or letter; Request from diaspora and families (emails, phone calls, walk-in)	Nil	Request ASAP

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service that does not conform to the above standards or any officer who does not live up to the commitments to courtesy and excellence in service delivery should be reported to:

<b>Principal Secretary</b> <b>State Department for Diaspora Affairs</b> P.O. Box 30551-00100, Nairobi, Kenya Tel: +254-20-4949812 E-mail: <a href="mailto:complaints@diaspora.go.ke">complaints@diaspora.go.ke</a> Website: <a href="http://www.diaspora.go.ke">www.diaspora.go.ke</a>	<b>Commission Secretary/CEO, Commission of Administrative Justice</b> Harambee Annex, 6th Floor Harambee Avenue. P.O. Box 20414 – 00200, Nairobi. Kenya Telephone +254-20-2270000, 2303000, 260376, 2441211, 8030666. Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a> Website: <a href="http://www.ombudsman.go.ke/">http://www.ombudsman.go.ke/</a>
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