The Presidency

Ministry of Interior and Coordination of National Government

Directorate of National Cohesion and National Values

Customer Service Delivery Charter

January, 2014
Introduction

This Customer Service Delivery Charter is a public declaration of our commitment to achieving our performance targets, goals and objectives. It outlines the Department’s range of services; values; stakeholders; core functions, service delivery matrix; standards; customers’ obligations and expectations as well as our contacts.

Vision

A harmonious, cohesive, integrated and values-based Nation.

Mission

To spearhead the building of a harmonious, cohesive and integrated society with shared values through national cohesion and integration programmes.

Mandate

To facilitate and coordinate mainstreaming of values, national reconciliation and healing in the Kenyan society through strategies and programmes that promote national cohesion and integration.

Core functions

i. Providing strategic leadership and policy direction on matters of National Cohesion and National values;

ii. Formulating and developing short term and long term policies, strategies and plans for the achievement of national cohesion and reconciliation;

iii. Preparing and compiling annual reports on all measures taken and progress achieved in the realization of National Values stated in Article 10 of the Constitution of Kenya, 2010;

iv. Developing short term and long term policies, strategies and plans for the promotion of National Values; in liaison with stakeholders;

v. Coordinating the implementation of policies, strategies and plans for the promotion of National Values;

vi. Coordinating and implementing policies, strategies and plans for the achievement of national cohesion and reconciliation;
vii. Formulating, coordinating and implementing programmes for the promotion of national cohesion and reconciliation in liaison with other stakeholders;

viii. Liaising with other Government Ministries, Departments and Agencies (MDAs) in mainstreaming National Cohesion and reconciliation within the public service;

ix. Promoting national unity, social justice and national interests;

x. Creating networks and a database of national cohesion stakeholders and actors;

xi. Advocacy, Public Education and sensitization on national cohesion, reconciliation and National Values;

xii. Conducting research on national cohesion, reconciliation and National Values;

xiii. Establishing the necessary legal, institutional and policy frameworks for the promotion of National Cohesion, Reconciliation and National Values;

xiv. Undertaking monitoring and evaluation of National Cohesion, Reconciliation and National Values programmes and their impact in the country and taking corrective measures;

xv. Preserving and institutionalizing cohesion and national values memory through establishment of research and memorialisation centres;

xvi. Developing guidelines for training in cohesion, reconciliation and national values to ensure technical competence and knowledge among stakeholders; and

xvii. Spearheading the identification and recognition of cohesion champions at various levels.

xviii. Sourcing and mobilizing resources for the promotion of national cohesion, national unity and national values;

xix. Lobbying for media support in the promotion of National cohesion and National values.

Core Values

Values Statement

“The staff of the Directorate of National Cohesion and National Values cherishes national integration; equity of opportunity for individuals regardless of their race, religion, economic class or ethnic background; shared identity, a common bond that unites all Kenyans respecting their diversity; and reciprocal rights and
responsibilities of all Kenyans in pursuit of public good”. In pursuit of the contents of this statement, the Directorate of National Cohesion and National Values is guided by the following values:

- Patriotism
- Harmony, Unity and Team Spirit
- Equity, Fairness and Impartiality
- Ethics and Integrity
- Transparency and Accountability
- Courtesy
- Professionalism

Our Customers

Our customers and clients include:
- The Public
- Government Ministries, Departments and Agencies
- The Private Sector
- Civil Society Organizations
- Faith Based Organizations
- Development Partners
- Suppliers
- The Media
- Ministry’s staff

Customers' Obligations

In order for us to provide quality services, we request our customers to:

- Be respectful and courteous;
- Provide feedback and constructive criticism;
- Provide necessary cooperation, accurate and adequate information;
- Participate, partner and engage in our programmes; and
- Refrain from offering inducements, gifts and favours in return for services rendered or expected to be rendered.

SERVICES

<table>
<thead>
<tr>
<th>Services Rendered</th>
<th>Requirements to obtain service</th>
<th>Cost</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Formulation, development and implementation of policies, strategies and programmes for the achievement of national</td>
<td>Participate, partner and engage in our programmes, provide and disseminate necessary information</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td>Cohesion and integration</td>
<td>Spearheading the promotion of National Values</td>
<td>Participate, partner, engage in our programmes, provide and disseminate necessary information</td>
<td>Nil</td>
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<tr>
<td>Formulation, coordination and implementation of programmes for the promotion of national cohesion in liaison with other stakeholders</td>
<td>Participate, partner and engage in our programmes</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td>Liaise with other Government Ministries, Departments and Agencies (MDAs) in mainstreaming National Cohesion and Integration within the public service</td>
<td>Participate, partner and engage in our programmes</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td>Creation of networks and a database of national cohesion stakeholders</td>
<td>Provide accurate information, participate, partner and engage in programmes</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td>Advocacy, Public Education and sensitization on national cohesion</td>
<td>Provide feedback and constructive criticism and disseminate accurate information</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td>Conducting research in areas of national cohesion and integration</td>
<td>Provide necessary cooperation, accurate and adequate information</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td>Undertaking Monitoring and Evaluation of cohesion programmes in the country</td>
<td>Provide necessary cooperation, accurate and adequate information, feedback, and criticism</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
<tr>
<td>Encouraging responsible media coverage for achievement of national cohesion</td>
<td>Embrace high ethical standards in reporting and coverage, provide constructive criticism</td>
<td>Nil</td>
<td>Continuous</td>
</tr>
</tbody>
</table>

**Commitment 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 commitment to courtesy and excellence in service delivery should be reported to the Secretary, National Cohesion Tel. No 020-2224029 ext.200/199

**Huduma Bora ni Haki Yako.**
Our standards

We are committed to meeting the needs of our customers in a professional manner. Our customer should therefore expect the following standards:

Service to all:

We will provide quality services to all.

Clear and concise information:

We will provide timely, accurate, relevant and reliable information to our customers.

Courteous Services:

Every customer is entitled to courteous treatment by the serving officer.

Answering the telephone:
We will undertake to answer all calls within the second ring.

Dealing with enquiries:

We will acknowledge receipt of all queries, written correspondence and emails in two (2) working days and respond to them within five (5) working days. If the subject matter is complex and requires greater attention, we will explain the reason for the delay and, where possible, advise when a response would be available. If a case requires lengthy investigations, we will inform the customer of the progress in 5 working days.

Listening to our customers:

We will listen to our customers' views and suggestions at all times.

Focus on results:

We will employ innovative and best management practices to achieve our set goals, objectives and performance targets.

Compliance with constitutional requirements;
We will comply with all the constitutional, legal and statutory requirements as laid down.

**Redress Mechanism and Feedback**

Any comments, suggestions and compliments should be addressed to the Secretary, National Cohesion. In case of a complaint or dissatisfaction with our services, please let us know so that we can improve.

**You should:**

- First contact the officer you have been dealing with to resolve the problem.
- If you are not satisfied, ask to speak to that officer’s supervisor.
- If you are still not satisfied, contact the Secretary, National Cohesion.
Our contacts are:

Ministry of Interior and Coordination of National Government,
Directorate of National Cohesion and National Values,
Extelcoms House, 9th & 10th Floors,
Haile Selassie Avenue,

P.O. Box 30510-00100,
Nairobi.
Telephone: 020-2224029 or 020-22240337 ext 200/199
Twitter: CohesionKe
Website: www.cohesion.go.ke
Facebook: cohesion.go.ke