



MINISTRY OF INTERIOR AND COORDINATION OF NATIONAL GOVERNMENT

STATE DEPARTMENT FOR COORDINATION

CUSTOMER SERVICE DELIVERY CHARTER

VISION: An excellent organization in offender management and regulation of gaming industry

MISSION: To contribute to the promotion of just, secure, and good governance through containment, rehabilitation, reintegration of offenders and regulation of gaming

CORE VALUES: Quality service, Transparency, Integrity, Accountability, Professionalism, Team work, Partnerships, Responsiveness, Patriotism, Good governance

“These core values are aligned to National Values and Principles of Governance”

	Our Services	Your Obligation	Charges	Timeliness
1	Enquiries	Voluntary Visit or telephone call	Nil	5 minutes
2	Response to correspondence	Written correspondence	Nil	5working days
3	Acknowledgement of correspondence	Written correspondence	Nil	3 working days
4	Recruitment of prison officers	Pre-requisite academic and professional certificates, national identity card, certificate of good conduct, birth certificate	Nil	1 day at the recruitment points
5	Visits to inmates; Convicted Un convicted	Voluntary visit and production of National ID Card or Passport during visiting hours	Nil	10 Minutes for convicted 15 minutes for unconvicted
6	Reports to Courts and Boards of Review, supervision of licensees	a) Request from courts b)Request from Boards c) board of visitors order	Nil	a) 14 working days for request from courts b)14 working days for request from boards c) as per the license
7	Supervision of non-custodial offenders	Request from courts	Nil	As per court order
8	Renewal of gaming licenses	Submission of audited accounts, tax compliance certificates from KRA, submission of bank guarantee of Ksh. 500,000, report of compliance with the law.	Renewal fee Ksh. 25,000 Annual license fee Ksh. 500,000	1 month
9	Renewal of bookmakers license	Submission of audited accounts, tax compliance certificates from KRA, submission of bank guarantee of Ksh. 100,000, report of compliance with the law.	Renewal fee Ksh. 5000 Annual license fee Ksh. 100,000	I month
10	Issuance of AIEs	<ul style="list-style-type: none"> • Preparation from departments • Authorization by Finance Department 	Nil Nil Nil	7 days 3 days 5 days

		<ul style="list-style-type: none"> • Payment of AIE by accounts 		
11	Processing of orders and contract	<ul style="list-style-type: none"> • Departmental Tender Committee • LPO/LSO, delivery note, claim/invoice, S13 and other supporting documents 	Nil	30 days 7 days
12	Payment of goods and services	<ul style="list-style-type: none"> • Processing of payments. • Actual payment- G pay 	Nil Nil	2 working days 2 working days
13	Provision of legal advice to State Department /Directorates	Formal request, identified needs	Nil	5 working days
14	Capacity building (Training) -Processing of training requests	Nomination list from Departmental Committee, application and admission letter, course approval, timely announcement of scholarships	Nil	30 days
15	Voluntary counselling and testing on HIV&AIDS/alcohol and drug abuse	Voluntary visit or call offices	Nil	1 hour

In the event of unsatisfactory service delivery, please contact the Principal Secretary, Coordination of National Government Tel.020-2228411,P.O. Box 30478, 00100 Nairobi

Email...ps@coordination.go.ke, complaints@coordination.go.ke

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