



REPUBLIC OF KENYA

MINISTRY OF FINANCE *Service Charter*

INTRODUCTION

The Ministry of Finance would like to ensure that the services it provides not only meets but exceeds the expectations of the customer. The Ministry would also like its staff to take pride in their work and their contribution to the socio-economic well being of our country Kenya.

The Ministry of Finance (MoF) client Service Charter (also referred to as The Charter) has been prepared in response to the reforms being undertaken in the public service. It is based on the current Strategic Plan.

The Charter desires to provide the best possible service standards to our stakeholders. Consequently, the Charter is expected to facilitate service procedures to ensure quality, efficient and effective delivery of services. These will be attained through:-

- Reduction of costs related to time and other resources needed for the Treasury operations.
- Elimination of possible corrupt practices.

This first issue of the MoF Service Charter has been developed in consultation with a cross-section of our external and internal stakeholders so as to ensure that services provided, as much as possible, meet their expectations.

The Charter sets out the guidelines for service delivery which will require support from all parties involved in order to achieve the objectives. We expect that our service delivery will continue to improve through feedback from our stakeholders.

PERMANENT SECRETARY
MINISTRY OF FINANCE

ORGANISATION PROFILE

The Ministry of Finance is a central and key Ministry in the management of the economy draws its mandate from the Constitution of Kenya Chapter VII Section 99 to 103, the Financial Management Act 2004 and the Permanent Secretary to the Treasury Act in addition to other statutes enacted by Parliament. At the helm is the Minister for Finance, Assistant Minister, Permanent Secretary/Treasury and Financial Secretary who is the Accounting and Authorized officer for the Ministry.

OUR VISION

To be an institution of excellence in the prudent management of the economy in order to maximize the welfare of all Kenyans.

OUR MISSION

To pursue prudent economic, fiscal, and monetary policies and effectively coordinate government financial operations for rapid and sustainable development of Kenya.

Physical address:

Our offices are located at The Treasury Building and Bima House, along Harambee Avenue in the Capital City, Nairobi.

Official and visiting hours

Our official hours are: 8.00 a.m. to 5.00p.m. with a lunch-break from 1.00p.m. - 2 p.m. on weekdays. Our visiting hours are: 9.00a.m. - 12.noon and 2.00p.m. - 4.00p.m.

Our postal Address:

The Permanent Secretary
Ministry of Finance
P.O. Box 30007 – 00100 GPO
Nairobi.

Telephone: (+254) 020 252299

Fax: (+254) 020 316868

Website: www.treasury.go.ke

THE PURPOSE OF THE CHARTER

The Service Charter aims at enhancing participation of stakeholders in the quality management of public finances. This is possible when the stakeholders are aware of the Ministry's commitment to them and what role they are expected to play. Consequently, the Charter sets out the standards clients and stakeholders can expect from the Ministry of Finance and explains how they can obtain information. It outlines how they can complain within their rights and offers advice on how they can help the Ministry give better service.

Main features of the Charter are:-

- The mandate of the Ministry of Finance
- Ministry's Core functions
- Clients and stakeholders
- Commitment to clients and Stakeholders
- Mechanism for seeking remedy; and
- Monitoring and Evaluation.

MINISTRY'S MANDATE

The Ministry of Finance is responsible for the development and implementation of sound fiscal and monetary policies in addition to exercising overall direction, control and management of government revenues and expenditures.

MOF CORE FUNCTIONS

- Formulating and implementing of economic, fiscal and monetary policies in collaboration with relevant institutions.
- Coordinating of the preparation and presentation to Parliament of Medium Term Expenditure Framework (MTEF) and annual estimates of revenue and expenditure.
- Enforcing financial discipline in government to ensure efficient utilization of budgetary resources to realise value for money.
- Mobilizing domestic and external funds for financing government budgetary requirements.
- Formulating financial management guidelines and enforcing proper management, control and accounting of public funds, in order to promote efficient utilization of budgetary resources and to realise value for money.
- Regulating insurance industry.
- Enforcing competition policy for orderly conduct of business by enterprises.
- Custodian of government assets and property.
- Administration of pensions for civil servants, teachers disciplined services, armed forces, judiciary parliament and presidential pension and advise on public service pensions policy.

To discharge these functions, the MoF has several departments and divisions which are tasked with specific responsibilities. They include:-

- Economic Affairs
- External Resources
- Debt Management
- Budgetary Supply
- Accountant General
- Internal Audit General
- Insurance
- Monopolies and Price Commission

- Government Investment and Enterprises (DGIPE)
- Government Information Technology Services (GITS)
- Pensions
- Public Procurement
- Administration
- Government Clearing Agency

PRINCIPLES OF THE SERVICE CHARTER

Customer First

We place our customers first and endeavour to continuously provide services that match or exceed their expectations.

Results Oriented

We aim to be a results-oriented Ministry and use our vantage position to ensure equity, balanced growth and optimal mobilization and allocation of resources to the relevant organizations aimed at improving the people's welfare.

Encompassing, Consensus and Ownership

We seek to involve all stakeholders in management of the economy so as to create a sense of inclusiveness, ownership and consensus in all economic decisions as a way of identifying their needs and offering services that respond to those needs.

Accountability, Transparency and Integrity

We subscribe to the highest level of professional integrity, transparency and accountability geared to the promotion of sound financial management.

Team Work and Commitment

We cherish participatory approach to work, uphold teamwork and strong commitment to service delivery.

Fairness

We will treat all people fairly, respect their privacy and dignity, be helpful and courteous.

Continuous improvement

We will look for ways to continually improve services and facilities that we offer.

STATEMENT OF INTENTION

Recognition of Human resource

We will endeavour to create a conducive environment for all our staff through adoption of the best work practices and motivation of staff so that they can deliver superior value to our customers.

Working with other service providers

We will work with other Ministries, Government organizations and other service providers in ensuring effective and coordinated service delivery and to facilitate in the delivery of better services to the end user in cross cutting issues involving the MoF such as:

- Poverty Reduction
- Prevention of corruption
- HIV/AIDS
- Gender equity
- Good governance

Zero tolerance to Corruption

We will endeavour to make our working environment corruption-free by adhering to laid down rules and regulations, the law and professional ethics at all times.

OUR STAKEHOLDERS

Based on the mandate of the MoF, all our customers can expect Good Governance, Transparency, Accountability and prudent Financial Management. Our main Customers are:-

- (i) Ministries and Government Departments and Organs:
 - Funding of the credit limit by 20th of each month.
 - Timely issuance of guidelines relating to financial management issues.
 - Professional assistance when necessary.
 - Fairness in the allocation of resources.
 - Dispatch of budget guidelines by end of September yearly

- Response to approved funds within five working days on receipt of request with all supporting documents.
 - Have in place the GPA upon expiry every year.
- (ii) International community and Development Partners.
- Effective Coordination in areas of cooperation.
 - Enhanced partnership.
 - Implementation of mutual agreements.
- (iii) Investors
- Sound fiscal and monetary policies.
 - A tax regime that is efficient.
 - Accessibility to relevant fiscal and monetary information.
 - Supportive financial infrastructure.
 - Issuance and renewal of insurance and reinsurance licenses to companies that meet requirement for registration by 1st March yearly.
 - Enforcement of claims by insurers.
- (iv) Civil society
- Accessibility to relevant information on fiscal and monetary issues.
 - Transparency and accountability in the management of public finance.
 - Sound fiscal and monetary policies.
- v) Pensioners
- Processing of retirement benefits within 60 days from the date of submission of claim with all documents provided.
- (vi) The public
- Improved public financial management.
 - value for money.
- (vii) Staff
- Fairness and equity.
 - Improved working environment.
 - Fair performance-based reward and sanction system.
 - Continuous capacity building
 - Release of pay slips by 19th day of every month.
 - Payment of salary before the last day of every month.
 - Issuance of imprest within the same day of request.
- (viii) National Audit Office
- Total compliance with financial regulations.
 - Response to audit queries within seven working days.
- (ix) Parliament
- Timely preparation and presentation of annual estimates in Parliament.
 - Timely presentation of bills on calendar

- Total compliance with financial regulations
- Regular consultation on financial issues
- Timely and quality response to parliamentary questions.

(xi) Suppliers

- Transparency and fairness.
- Communication with the day of awarding of a quotation and issuance of LPO/LSO within three days thereafter.
- Communication within the day of awarding of Tender and issuance of LPO/LSO three days after expiry of the 21 days appeal period for Tender Award.
- All payment within seven calendar days upon receipt of claim/invoice with all supporting documents.

(xi) Other Service Standards

- Clearing of goods within two days upon payment and
- Presentation of all required documents.

OUR RESPONSIBILITIES TO OUR CUSTOMERS

We have identified the following responsibilities to enable us serve our customers better.

- To pay due attention and respect to customers and uphold personal dignity.
- To be honest and helpful.
- To uphold professionalism in our work.
- To be action-oriented and sensitive to the needs of customers.
- To make sure that our entry points i.e. general reception and telephone exchange are efficient, helpful and courteous. Visitors at the reception will be served speedily and handled with respect. The pick time for calls at the switchboard will be 30 seconds but in any case not exceeding three rings.
- To provide necessary information to customers within the shortest time possible.
- To respond to mail promptly – within 3 (Three) working days from the date of receipt.
- To deal promptly with appointments and offer apologies in case of postponement or delay.
- To treat all our customers fairly and pay particular attention to those with special needs or physically challenged.
- To uphold zero-tolerance to corruption by not expecting, accepting or giving inducement to get services.

RESPONSIBILITIES OF THE CUSTOMERS

We expect our customers to observe the following responsibilities to us.

- To be courteous and respectful to our staff.
- To be kind and polite to other customers.
- To avail complete and precise information to enable us act accordingly and provide additional information when required to do in due time.
- To attend meetings punctually,
- To adhere to rules and regulations always.
- Not to offer inducement by way of gifts and favours to staff, or to solicit the same in return for services.
- To engage us in constructive criticism through the laid down procedures

SHARED REponsibilities

In order to enjoy satisfying relationship with our customers, we will expect that mutual respect, attention and patience will be sustained between both parties.

Staff will always wear staff identification cards conspicuously displayed. Likewise visitors will be expected to display visitors badges provided at our reception desks.

FEEDBACK

We believe that there is always room for improvement. We therefore welcome comments and suggestions about our services. Should the comments be complaints, we encourage those writing to us to identify themselves. We guarantee utmost confidentiality in handling such information, including personal names and details. The procedure of launching complaints which we will strive to deal with as quickly as possible is given below.

Handling of complaints

We encourage submission of genuine complaints, comments, suggestions and Compliments to the PS through physical address, by post, on telephone, fax, email or in person through the contacts given below:-

The Permanent Secretary
Ministry of Finance
P.O. Box 30007 – 00100 GPO
Nairobi.
Telephone: (+254) 020 252299

Fax: (+254) 020 316868
Email: info@treasury.go.ke

To enable us handle feedback we will:

- operate an active customer relations service at the reception.
- operationalize the suggestion box.
- Maintain a complaints register.

REVIEW OF THE CHARTER

As mentioned elsewhere in the document, this Charter is subject to review. Initially this will be undertaken annually with the help of feedback material as well as independent surveys and consultation with our customers. This will inform the amendments thereafter. We therefore encourage our clients and stakeholders including staff to use the proposed mechanism to engage the MoF in constructive dialogue about the standards we aspire to provide, and how users can contribute to setting them in order to build on the service delivery system.

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