



REPUBLIC OF KENYA

MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION

CITIZEN SERVICE DELIVERY CHARTER

OUR VISION: A cohesive, peaceful and secure society.

OUR MISSION: To create an enabling environment by ensuring peace and security to the people and property, maintain a credible national integrated information management system, promotion of national cohesion, facilitate administration of justice and provision of correctional services for Kenya's economic development.

CORE VALUES: Patriotism; Professionalism; Integrity, transparency and accountability; National unity; Adherence to rule of law; Human rights and dignity; Equity and fairness; Good governance; Customer focus and Team work.

S/No.	SERVICE	USER REQUIREMENTS	SERVICE TIMELINES	SERVICE CHARGES (Kshs)
1.	Response to telephone calls and/or SMS	Completed call from customer/staff	10 Seconds	None
		Toll free Hotline 112, 999 and 0800 722 203 Fichua Kwa DCI	Immediate	None
2.	Response to correspondence/inquiries			
	i) Face to face	Physical visits	Immediate	None
	ii) Letter	Letter(s) of inquiries/correspondence	7 working days	None
	iii) Email	Email correspondence	1 working day	None
	iv) Website	Visit www.interior.go.ke	1 working day	None
	v) Social media (Twitter, Facebook, WhatsApp and You Tube)	Social media correspondence	1 working day	None
3.	Response to complaints	<ul style="list-style-type: none"> Lodge formal complaint Provide factual information 	14 working days	None
4.	Disseminate and articulate National Government policies	<ul style="list-style-type: none"> Receive and internalize communiqué Attending public meetings/barazas 	7 working days	None
5.	Coordinate National Government programmes and projects within Counties	Provide objective feedback	Continuous	None
6.	Coordinate Cross border socio-economic initiatives	Stakeholders' collaboration	Continuous	None
7.	Coordinate peace building initiatives	Stakeholders' collaboration	Continuous	None
8.	Response to socio-economic and political conflicts	<ul style="list-style-type: none"> Report cases/incidences Give objective feedback 	Continuous	None
9.	Promote environmental conservation	Stakeholders' Collaboration	Continuous	None
10.	Protection of life and property	<ul style="list-style-type: none"> Provide credible information Cooperation 	Continuous	None
11.	Issuance of P3 form and Police abstract	Provide factual information	Immediate	None
12.	Issuance of police clearance certificate	Avail self for finger printing and provide accurate bio-data	7-14 working days	1,050
13.	Prevention and Detection of Crime	<ul style="list-style-type: none"> Provide credible information Cooperation 	Continuous	None
14.	Coordination of disaster and humanitarian emergency response	<ul style="list-style-type: none"> Provide credible information Stakeholders' collaboration 	Continuous	None
15.	Response to Parliamentary business	<ul style="list-style-type: none"> Receipt of parliamentary requests for questions and statements Communication from the Clerk(s) of Parliament 	<ul style="list-style-type: none"> 14 working days for ordinary member's question 3 working days for questions by private notice 14 working days for Ministerial statement 	None
16.	Licensing of civilian firearm holders	<ul style="list-style-type: none"> Duly filled application form Fulfill statutory requirements 	1-3 months upon receipt of application	<ul style="list-style-type: none"> Grant fee-5,000 Ballistic fee-2000 Dealers and shooting ranges-2000
17.	Coordination of disarmament efforts on illicit small arms and light weapons	<ul style="list-style-type: none"> Provide credible information Collaboration 	Continuous	None
18.	Forensic Analysis at Government Chemist <ul style="list-style-type: none"> Analysis of food, drugs & other industrial products/chemicals Analysis of water samples DNA analysis (Paternity and maternity) 	Submission of samples	2 Weeks	<ul style="list-style-type: none"> 500 for Individuals and 1000 for companies (per parameter per sample) 2,000 for Individuals and 5000 for companies per sample 8,500 per sample
		Submission of samples	3 working days	
		Avail oneself for swabs taking	2 Weeks	
19.	Campaign against Alcohol and Drug Abuse <ul style="list-style-type: none"> Training / capacity building on alcohol and drug abuse prevention, treatment, rehabilitation and aftercare services. 24-Hour free Helpline service 1192: Counselling and referral services on alcohol and drug abuse Licensing Alcoholic drinks importers and exporters 	Letter of request or proposal to National Authority for the Campaign against Alcohol and Drug Abuse (NACADA)	7 working days	<ul style="list-style-type: none"> Various None Various
		Call 1192 Helpline	Immediate	
		Duly filled application	7 working days	
20.	Registration of Non-Governmental Organizations (NGOs)	Duly filled application forms	30 working days from the date of payment of processing fee	<ul style="list-style-type: none"> 400 for Registration forms 16,000 for National NGOs 30,000 for International NGOs
21.	Registration of Private Security Firms	Duly filled application forms	30 working days from the date of submission of all the statutory documents	None
22.	Training in leadership, teambuilding and endurance	Make a request to Kenya School of Adventure and Leadership (KESAL)	7 working days	Various
23.	Provision of research services on crime and crime management	A written request to National Crime Research Centre (NCRC)	3-8 months and/or as per the agreed Terms of Reference (TOR)	<ul style="list-style-type: none"> Free for NCRC- funded research studies Based on NCRC and/or agreed TOR for un-funded research studies
24.	Initial Registration (Persons Not Previously Registered)	(a) Proof of name, age and place of birth : (Present any of the following documents) <ul style="list-style-type: none"> Birth Certificate Notification of Birth Child Health Card School Leaving Certificate Age Assessment Certificate from a Medical Officer of Health Letter from Administrative Officer - Chief /Assistant Chief Religious certificate Marriage Certificate or Parental Consent (in case of married applicant) (b) Proof of Citizenship: (Present any of the following documents) <ul style="list-style-type: none"> Either of the Parents' Identity Card (For Kenyans by Birth) or Certificate of Registration Certificate of registration as a Kenyan Citizen (Kenyan registration) Any other document that may be required by the Registration Officer 	<ul style="list-style-type: none"> Nairobi 15 working days For ASAL/ Border Counties 30 working days For other areas 25 working days 	None
25.	Issuance of Foreign Nationals Certificate (Alien ID card)	<ul style="list-style-type: none"> Online application : https://fns.immigration.go.ke Copy of valid passport bio data page Proof of residence (permit, permanent residency, dependent/student pass) Two colored current passport photographs (white background) Copy of previous alien card (renewal cases) 	6 weeks	1,050 per annum
26.	Issuance of passports	<ul style="list-style-type: none"> Apply and pay online, download form and receipt : https://passport.ecitizen.go.ke Enroll biometrics Kenyan ID and copy Birth Certificate and copy Recommenders ID copy Parents ID copies or Death Certificate copies 3 Passport size photos Parental consent letter (For under 18 minors) Sworn Affidavit and Police abstract (Lost cases) 	5 working days	<ul style="list-style-type: none"> 4,500 for 34 pages 6,050 for 50 pages 7,550 for 66 pages 7,550 for diplomatic passports 10,050 for mutilated passport 12,050 for lost passport
27.	Issuance of Work/Residence permits	<ul style="list-style-type: none"> Online application : https://fns.immigration.go.ke 	20 working days	<ul style="list-style-type: none"> Processing fee 5,050-10,050 Issuance fees 5,050-200,050 per annum Gratis for East African Community (EAC) members/ Refugees and Diplomats
28.	Issuance of Visa's			
	i) Single Entry Visa (SEV)	Online application : https://evisa.go.ke	48 Hours	51 USD
	ii) Transit Entry Visa (TEV)	Online application : https://evisa.go.ke	48 Hours	21 USD
	iii) Courtesy Entry Visa (CEV)	Online application : https://evisa.go.ke	48 Hours	Gratis
	iv) East Africa Tourist Visa (EATV)	Online application : https://evisa.go.ke	48 Hours	101 USD
	v) Referred Single Entry Visa (RSEV)	Online application : https://evisa.go.ke	14 working days	62 USD
vi) Multiple Entry Visa (MEV)	Online application : https://evisa.go.ke	14 working days	112 USD	
29.	Supervision of non-custodial offenders	Orders from courts and other penal organs	As per court order and release license	None
30.	Visit to inmates:	<ul style="list-style-type: none"> Voluntary visit, production of National identity card/passport during visiting hours. 	<ul style="list-style-type: none"> 10 minutes for convicted inmates 15 minutes for Un- convicted inmates 	None
	a) Convicted b) Un-convicted			

CUSTOMER FEEDBACK IS VITAL FOR EFFICIENCY IN SERVICE DELIVERY AND CUSTOMER SATISFACTION FOR COMPLAINTS, COMPLIMENTS AND SUGGESTIONS;

PLEASE CONTACT

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