

REPUBLIC OF KENYA



MINISTRY OF DEFENCE

# SERVICE CHARTER





## 1 Preamble

The Ministry of Defence is comprised of the Kenya Army, the Kenya Air Force, the Kenya Navy, the Defence Forces Constabulary and the Civilian Staff.

## 2 Mandate

The Mandate of the Ministry is derived from Article 241: 1 (a), (b) and (c) of the Constitution and the Kenya Defence Forces Act No. 25 of 2012.

## Mission

To defend and protect the sovereignty and territorial integrity of the Republic of Kenya; assist and cooperate with other authorities in situations of emergency or disaster; and upon approval of the National Assembly, may be deployed to restore peace in any part of Kenya affected by unrest or instability.



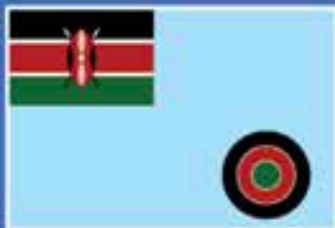
## Vision

To be a premier, credible and mission capable force deeply rooted in professionalism.



The Ministry of Defence is committed to defending the people of the Republic of Kenya and their property against external aggression and also in providing support to the Civil Authority.

This Service Charter is a commitment by the Ministry of Defence to render efficient and effective services to the citizenry and other publics.





Government ministries and departments

Multi Security Agencies in the country

Media

The citizens of the Republic of Kenya are the main clients of the Ministry of Defence. Other clients include:

Suppliers of goods and services


National Parliament  
(The National Assembly and Senate)

## 5 Core Values

To achieve its mission and vision, the ministry is guided by its core values and beliefs namely:

- a. **Apolitical:** The Defence Forces will steer clear of politics and will remain steadfastly apolitical.
- b. **The Civil Prerogative:** The Defence Forces shall always subordinate itself to democratic Civil Authority and will treat the people of Kenya and its other clients with civility at all times.
- c. **Loyalty and Commitment:** The Defence Forces will uphold its loyalty and commitment to the Commander – in – Chief and the people of Kenya through the chain of command.
- d. **Patriotism:** The staff of the Ministry of Defence shall always be patriotic to the Government and the people of Kenya.
- e. **Professionalism:** Service delivery will be based on the highest professional standards.
- f. **Integrity:** The staff of the Ministry of Defence will carry out their duties with the highest integrity and in accordance with the laid down rules and regulations.
- g. **Reliability:** The Defence Forces pledges to be a reliable partner in attending to the needs of the nation, its people and the general public at large.
- h. **Knowledge:** The Ministry of Defence will pursue knowledge for its staff and endeavor to integrate new technology in its operations and management process.
- i. **Confidentiality:** The staff of the Ministry of Defence will maintain high standards of confidentiality of the data and information in its possession strictly adhering to the need to know principle.
- j. **Fairness:** The Ministry of Defence will ensure fairness in all its activities especially in hiring, development and discipline of personnel which will be undertaken with impartiality.

**Ministry Obligation to Citizens**

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- a. The Ministry of Defence provides public good in the form of collective security. Our commitment is to offer this service promptly and unreservedly.
  - b. The Ministry of Defence will render services without any discrimination regardless of one's race, ethnic background, religion, gender, and status or otherwise.
  - c. Recruitment process into the Ministry will be conducted in a transparent manner, strictly in accordance with merit, stated eligibility and criteria as advertised in both print and electronic media.
  - d. Procurement of goods and services by the Ministry including disposal of assets will be transparent and in accordance with the law, procedures and regulations. The Ministry will also comply with the 30 percent Presidential Directive of the Ministry's procurement budget for the youth, women and disabled.
  - e. The Ministry will only pay for goods received and services rendered in accordance with our contractual obligations.
  - f. The Ministry pledges to effect payments for works, goods and services rendered within 30 days of receipt of legitimate bills and invoices and convey the same to the merchants and suppliers by the quickest means possible.



## Clients Rights and Obligations

Your rights and obligations as our clients are:

- a. Services from the Ministry of Defence are free but whenever there is fee a payable, an official receipt will be issued.
- b. It is your right to receive a response to a written enquiry within 14 days, orally within 10 minutes and telephone within 3 rings
- c. It is your right to be heard expeditiously and for your concerns to be attended to in the shortest time possible.
- d. It is your right to demand for timely and quality services
- e. You are expected to desist from any acts of corruption, fraud, fitina (mis-information) or any other undesirable conducts, failure to which punitive action may be taken against you in accordance with the law.

“It is your right to receive a response to a written enquiry within 14 days, orally within 10 minutes and telephone within 3 rings”



## 8 Feedback Mechanism

Any feedback, suggestions or concerns should be forwarded to:

Telephone Number	:	2721100
Telephone/Fax No.	:	2720663
Email	:	publicaffairs@mod.go.ke info@mod.go.ke
Website	:	www.mod.go.ke
Twitter	:	@kdfinfo

## 9 Correspondence

Written correspondence should be addressed to:



### **The Principal Secretary Ministry of Defence**

Ulinzi House  
Lenana Road  
P.O Box 40668-00100  
Nairobi  
Fax: 2737322



### **The Chief of the Defence Forces Defence Headquarters**

Ulinzi House  
Lenana Road  
P.O Box 40668-00100  
Nairobi



