



# REPUBLIC OF KENYA

## OFFICE OF THE DEPUTY PRESIDENT

### ACCESS TO INFORMATION PROCEDURE IN THE OFFICE

1. Requests are received through letters, memoranda, emails, verbal and telephone calls.
  - Acknowledgement is made upon receipt of the complaint
2. Sorting to prioritize the urgency of the matter
3. The most urgent requests are prioritized and marked to the relevant officers for necessary action.
  - The urgent complaints are handled within 48hours
  - Other complaints are handled within twenty-one (21) working days
4. The Office takes cake care of persons with special needs when dealing with such requests.
5. Requests which are not within our mandate to be channeled to the relevant Ministries, Departments, Counties or Agencies with five (5) working days.
  - The person requesting for information that is not within our mandate to be notified of the referral within seven (7) working days.
6. In case of decline to give information based on the accepted limitations, the client is notified on the decision and how the same was arrived at in writing.
7. We welcome feedback on our performance, so that we can know to what extent we are meeting your needs. Customers are therefore encouraged to make genuine suggestions, compliments or complaints to the Office in person or through postage, telephone, email and suggestion boxes available.

In case you are not satisfied with our services:

- First complain to the officer who served you
- If you are not satisfied complain to the officer's supervisor
- Appeals may be forwarded to;

The Secretary Administration  
Office of the Deputy President  
Harambee House Annex  
Harambee Avenue  
P.O Box 74434-00200 Nairobi  
Tel: 254-20-3247000  
Email: [sa@deputypresident.go.ke](mailto:sa@deputypresident.go.ke)

For Further Complaints Contact:

The Commission on Administrative Justice  
West End Towers, 2<sup>nd</sup> Floor,  
P O Box 20414 -00200 Nairobi  
Tel.: +254020 2274046  
Toll Free number 0800221349  
[www.ombudsman.go.ke](http://www.ombudsman.go.ke)