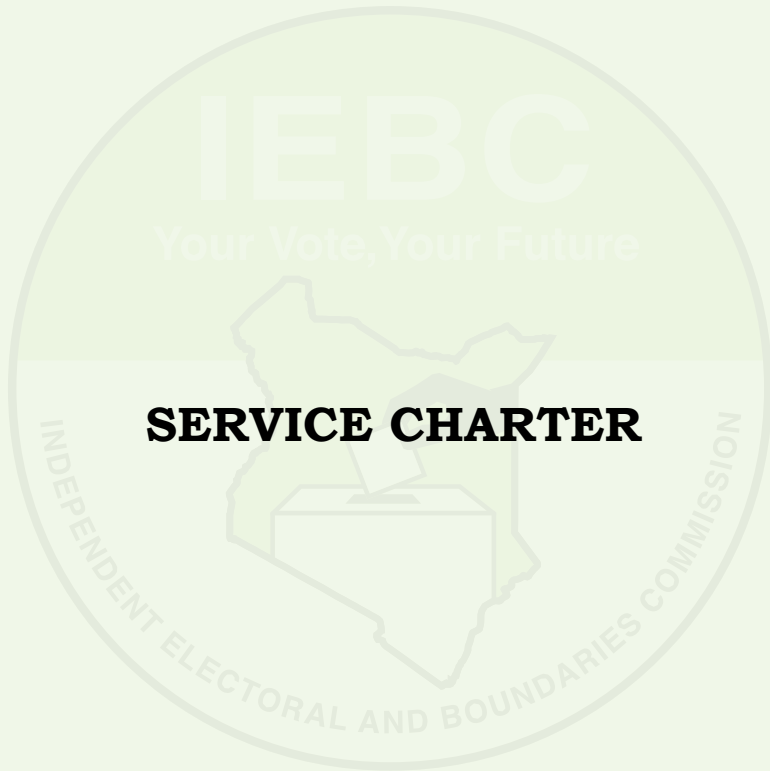


INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION



2012

IEBC SERVICE CHARTER

OUR VISION

“An independent and credible electoral management body committed to strengthening democracy in Kenya.”

OUR MISSION

“To conduct free and fair elections and institutionalize sustainable electoral processes.”

Disclaimer

This charter outlines your rights and expectations as a customer of the IEBC. These shall nevertheless be pursued to the extent of Article 88 (4) of the Constitution of Kenya and any other subsequent legislation as provided for by the laws of Kenya.

Core Functions and Services

Independent Electoral and Boundaries Commission (IEBC), established under Article 88 (1) of the new constitution of Kenya is responsible for conducting or supervising referenda and elections to any elective body or office established by the constitution, and any other elections prescribed by an Act of parliament and, in particular:-

- a) carry out continuous registration of citizens as voters;
- b) regularly revise the voters' roll;
- c) carry out delimitation of constituencies and wards;
- d) regulate political parties and the process of nomination of candidates for elections;
- e) settle electoral disputes, including disputes relating to or arising from nominations but excluding election petitions and disputes subsequent to the declaration of election results;
- f) register candidates for elections;
- g) provide Voter education to Kenya citizens.

- h) facilitate the observation, monitoring and evaluation of elections
- i) regulate the amount of money that may be spent by or on behalf of a candidate or party in respect of any election;
- j) develop a code of conduct for candidates and parties contesting elections; and
- k) monitoring of compliance with the legislation required by Article 82 (1) (b) relating to nomination of candidates by parties.

We cherish our customers who include:

- *Voters*
- *Political Parties*
- *Candidates*
- *Development Partners*
- *Non Government Organizations,*
- *Government Agencies*
- *Civil Society Organization*
- *Private Sector*
- *General Public*
- *Suppliers*
- *Media*
- *National Assembly*
- *Local Authority*
- *Elections Support Groups*
- *Faith Based Organizations*
- *Regional Economic Commissions*

Core Values

As a Commission, we subscribe to the following values:

- Independence
- Teamwork
- Innovativeness
- Professionalism
- Integrity
- Accountability
- Respect for rule of law
- Respect for National Diversity

We are committed to:-

- Delivering free and fair elections.
- Educating voters on their rights.

- Providing efficient service.
- Providing customers with accurate timely and impartial information and electoral advice
- Offer service in a courteous manner.
- Handle clients with dignity, fairness and impartiality.

	Our Services	Measures of Effectiveness
1.	Continuous Voter registration of eligible citizens	Application processed and voters card issued within 7 minutes
2.	Inspection of voters roll for names of voters and corrections	Inspection done within 5 minutes
3.	Voters roll claims and objections	To be settled within 7 days
4.	Voters roll	To be availed 48 hours upon receipt of application
5.	Voter education	Continuous voter education
6.	Accreditation of observers	Upon application accreditation badges issued within 5 days.
7.	Clearance of nomination of candidates for election	On submission of the required documents within 15 minutes.
8.	Polling	Queuing, marking and casting of vote within 15 minutes
9.	Counting and announcing results at polling centers	Within 2 hours after closing of the polling station
10.	Transmission of results from polling station to tallying centre	Within 10 minutes after counting

13.	Arbitrate disputes within political parties	Within 3 months of official lodge
14.	Payment to suppliers	Within 30 working days
15.	Gazettement of winners	Within 28 days after declaration of results
16.	Response to official communication with the Commission	3 days

Our Service Principle

Service Principles	Service Standards
Our office telephones will be answered promptly	We will respond to your calls on the third ring
We will be courteous, professional and helpful	<ol style="list-style-type: none"> 3. When we call you we will provide you with our name, department and the reasons why we are calling. 4. Our recorded messages will be current and give appropriate contact details during absence. 5. We shall wear our employee ID (Name badges, and identify ourselves). 6. We will be formally dressed and presentable.
We shall serve you promptly	3. We shall serve you within 15 minutes of your arrival
Customers with special needs	4. Promptly acknowledge and strive to assist access to commission services

Your obligation as our client

- Provide us with accurate, factual and relevant information to enable us serve you better.
- Where applicable pay the requisite fees for services requested.
- Comply with what is required of you by law

- If you are 18 years and over please ensure your name is on the voters roll.
- If you are already on the voters roll let us know when your circumstances change e.g. if you move or change your name so we can update the roll with your new details.
- Treat our staff with courtesy and respect.
- Provide feedback on our services.

In the event of experiencing any difficulty in obtaining satisfactory service please contact the head of Corporate Communication and Public Affairs at the IEBC headquarters or help desk at the regional and constituency level.