



MINISTRY OF PUBLIC SERVICE AND HUMAN CAPITAL DEVELOPMENT

CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICES/GOODS	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST OF SERVICES/ GOODS	TIMELINE
1.	Response to phone calls	Phone call	No charges	15 Seconds
2.	Response to enquiry by walk-in clients	Walk in and make enquiry	No charges	3 Minutes
3.	Response to correspondence	Written correspondence (Letters)	No charges	5 Working days
		Email and social media (X(Twitter), Facebook and YouTube)	No charges	5 Working days
4.	Response to public complaints and grievances	Make a complaint	No charges	3 Working days
5.	Resolution of complaints	Make a verbal or written complaint	No charges	14 Working days
6.	Public participation in policy making process	Familiarization with issues and active participation	No charges	1 Working day
7.	Processing of request for information	Make a request for information	No charges	21 Working days
8.	Recruitment of staff	Make formal application based on the advert	No charges	90 Working days
9.	Disposal of obsolete stores	Submission of bids	No charges	60 Working days from the date of advertisement
10.	Registration of suppliers	Adherence to requirements as stipulated in the Public Procurement and Disposal Act. 2015	No charges	14 Working days
11.	Processing of tenders	Submit bids for goods and services	No charges	90 Working days
12.	Notification of successful and unsuccessful bidders	Access procurement portal for notification	No charges	1 Working day
13.	Payment of goods and services received	LPOs /invoices/ certificate of completion/ goods / services received	No charges	60 Working days from the date of receipt of the invoice
14.	Formulation/reviewing of public service human resource policies, laws, regulations and guidelines	Provide proposal/suggestions on new policy, law, regulation and guideline being developed/reviewed	No charges	120 days
15.	Provision of technical support to MDACs on development/ review of human resource instruments.	Formal technical support request Provide approved Terms of Reference and a liaison officer	MDACs to cater for expenses as per service regulations	90 days
16.	Payroll management in the public service.	Formal request from public service Institutions with the requisite documentation	No charges	14 Working days
17.	Provision of oversight and coordination of reforms and transformation initiatives in the public service	Respond to scheduled invitations Request for support	No charges	14 Working days
18.	Coordination of the Annual Africa Public Service Day (APSD) activities	Respond to call for public service delivery innovation Submit innovations	No charges	90 days
19.	Administration of the Comprehensive Medical Insurance Schemes	Formal communication from MDAs on new appointments Members to register/update their records	No charges	30 days
20.	Provision of counseling and wellness services to public servants	Referrals from MDAs Requests from officers	No charges	On need basis
21.	Provision of capacity building to MDACs on human resource management and development	MDACs to make formal request	MDACs to cater for expenses as per service regulations	5 Working days
22.	Provision of government services and information through the Huduma Kenya service delivery platform	Formal request letter from the MDA List of services Copy of Service Charter of the MDA Service leader Special equipment based on the service	No charges	14 Working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service(s) rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Principal Secretary,
State Department for Public Service and Human Capital Development,
P.O Box 30050 – 00100 Nairobi.
Telephone: +254-020-2227411

ps@psyg.go.ke [@SDPSkenya](https://www.facebook.com/SDPSkenya) [@SDPSkenya](https://twitter.com/SDPSkenya)

The Commission Secretary/Chief Executive Secretary,
Commission on Administrative Justice (Ombudsman),
2nd Floor, West End Towers, Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 Nairobi.
Tel: +254-020-227 0000/0777125818
Email: complain@ombudsman.go.ke

EFFICIENT PUBLIC SERVICE IS YOUR RIGHT