



MINISTRY OF PUBLIC SERVICE, PERFORMANCE & DELIVERY MANAGEMENT

REPUBLIC OF KENYA

CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICE / GOOD	REQUIREMENTS TO OBTAIN SERVICES	COST OF SERVICE / GOOD	TIMELINE
1.	Response to phone calls	Phone call	Free	15 Seconds
2.	Response to enquiry by walk-in clients	Walk in and make enquiry	Free	3 Minutes
3.	Response to correspondence	Written correspondence (Letters)	Free	5 Working Days
		Email and social media (X(Twitter), Facebook and YouTube)	Free	5 Working Days
4.	Response to public complaints and grievances	Make a complaint	Free	3 Working Days
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working Days
6.	Processing of request for information	Make a request for information	Free	21 Days
7.	Registration of suppliers	Adherence to requirements as stipulated in the Public Procurement and Disposal Act. 2015	Free	14 Working Days
8.	Processing of tenders	Submit bids for goods and services	Free	90 Days
9.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working Day
10.	Payment for goods and services received	LPO/Invoice, Certificate of Completion / Goods/Services received	Free	60 Days from the date of receipt of the invoice
11.	Disposal of obsolete stores	Submission of bids	Free	60 Days from the date of advertisement
12.	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	Free	120 Days
13.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 Working Day
14.	Provision of technical support to MDACs on development/review of Public Service Performance and Delivery Management Policies, Strategies, and 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
15.	Coordination of the Annual Africa Public Service Day (APSD)	Respond to call for Public Service delivery innovation Submit innovations	Free	90 Days
16.	Management of the Comprehensive Medical Insurance Schemes	Formal communication from MDAs on new appointments Members to register/update their records	Free	30 Days
17.	Capacity building of MDACs on Performance Management and Service Delivery in the Public Service	MDACs to make formal request	MDACs to cater for expenses as per service regulations	5 Working Days
18.	Provision of Counseling and Wellness Services to Public Servants	Referrals from MDAs Requests from officers	Free	On need basis
19.	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	Free	14 Working Days
20.	Provision of of status reports/information on implementation of national government priority projects and programmes	Formal request Online Access www.delivery.go.ke	Free	3 Working Days
21.	Coordinating the official signing of Ministerial Performance Contracts	Vetted Performance Contracts	Free	1 Working Day
22.	Annual Performance Evaluation for MDAs that conforms to: . Financial Year . Calendar Year	Annual Performance Report Vetted/signed PC Evidence of achievement	Free	. By 31st December . By 28th/29th February

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good 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:

Cabinet Secretary
Ministry of Public Service, Performance & Delivery
Management
Harambee House 1st Floor, P.O Box 30050 - 00100
Nairobi, Kenya.
Telephone: +254 - 020 -2227411
Email: cs@psyg.go.ke
Facebook: @PSYGKenya
X(Twitter):@PSYGKenya

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way,
Nairobi. P.O. Box 20414 -00200 Nairobi
Tel: +254 (0)20 2270000/2303000
Email: feedback@ombudsman.go.ke

EFFICIENT PUBLIC SERVICE IS YOUR RIGHT