



**REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE**

**HUMAN RESOURCE DEVELOPMENT (HRD)
Citizens' Service Delivery Charter**

S/No	Services	Requirements to obtain services	Cost of services (if any) (Kshs)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Course Approval	Request to be submitted four days prior to processing. Copy of HRMAC- MTC meeting minutes approving training course for candidate. Copy of admission letter from recognized institution Mode of training Designation and payroll Number of officer	Free	3 working Days
4.	Guidance/Interpretation of human resource development policies and regulations	Relevant circular, personnel general letter or regulation	Free	7 working days
5.	Payment of GoK sponsored courses/programmes	Copy of letter of offer. Copy of course approval. Signed bond. Training levy cheque. Invoice. Complete bio-data form.	Free	7 working days
6.	Bonding of GoK Sponsored candidate	Bond forms complete in triplicate, signed and sealed by a magistrate/commissioner of oaths witnessed by an officer of SDPS or Deputy County commissioner or Magistrate.	Free	7 working days
7.	Process GoK funded scholarship award	Approval by MHRMAC- MTC Relevance to Ministry/Department/County and nominee's work/Job Age less than 56 years	Free	7 working days
8.	Process donor funded scholarship	Announced Approval by MHRMAC-MTC Accepted by donor Agency/Development Partner Course approval granted	Free	1 month

9.	Training Needs Assessment/Analysis and Evaluation Effectiveness of Training Studies	Request submitted two weeks before commencement of study Study approval Work plan Fully funded Qualified task force members	Free	2 months
10.	Formulation of Policies, rules and regulations for the public service	Provide proposal/suggestions on any new policy being developed/reviewed	Free	4 Months

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

<p>Director, Human Resource Development State Department for Public Service P.O. Box 30050 – 00100 NAIROBI Telephone: +254-20-2227411 Email: complaints@psyg.go.ke</p>	<p>The Commission Secretary/Chief Executive Officer Commission on Administrative Justice (Ombudsman) 2nd Floor, West End Towers, Waiyaki Way, Westlands, P. O. Box 20414 – 00200 NAIROBI Tel: +254-20-2270000/0777 125818 Email: complain@ombudsman.go.ke</p>
HUDUMA BORA NI HAKI YAKO	



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE

HUDUMA KENYA SECRETARIAT
Citizens' Service Delivery Charter

S/No.	Services	Requirements to Obtain Services	Cost of services (if any) (Kshs)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Approval of the implementation of New Huduma Kenya Service Delivery Channels	Request from Huduma Kenya and key stakeholders	Dependent on the New channel	5 Working days
4.	Deployment of services and information to the Huduma Kenya Service Delivery Channels (Huduma Centres, Huduma Contact Centre, Huduma E-services)	Meeting of Service Leaders from MDACs	Free	30 Working days
5.	Undertake service improvement (Business Process Reengineering) and implementation of public service innovations	Stakeholder engagement meetings	Free	14 Working days
6.	Undertake Huduma Mashinani Outreaches	Approvals from the Local Leadership	Internally organized – Free	5 Working days
		Venue Citizen mobilization	Externally organized – Ksh 70,000 – 100,000 (depending on the distance and number of services offered)	
7.	Resolution of customer complaints and response to inquiries from all Huduma Kenya Service delivery Channels	Reported Complaint or Enquiry	Free	5 Working days
8.	Capacity building for staff in Customer Service Excellence and the Huduma Kenya Service Delivery Standards	List of names and contacts of staff	Incidental costs	5 Working days
9.	Certify MDACs on Huduma Kenya Customer Service Excellence Standard	MDACs apply for certification	Dependent on MDAC requirements	90 Working days
10.	Publishing and distribution of Huduma Kenya Customer Service Delivery charter	Information from MDACs offering services at Huduma Centres	Free	30 Working days

11.	Participate in the International Customer Service week	Theme of the International Customer Service Week List of activities from Huduma Centres	Free	14 Working days
12.	Undertake customer satisfaction survey	Survey Tools	Free	30 Working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

CEO, Huduma Kenya Secretariat

State Department for Public Service
P.O. Box 47716 – 00100
NAIROBI
Telephone: 0206900020
Email: info@hudumakenya.go.ke
Facebook: Huduma_kenya
Twitter HudumaKenya

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers,
Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777 125818
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE
HUMAN RESOURCE MANAGEMENT (SERVICES)
Citizens' Service Delivery Charter

S/No.	Services	Requirement to obtain services	Cost of services (if any)Ksh.	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Implementation of PSC (K) and MHRMAC Decisions	Approvals	Free	5 working days
4.	Processing of leave	Approved leave form	Free	3 working days
5.	General Correspondences	Request from clients	Free	5 working days
6.	Drafting of indents for advertisement of vacant positions	Approval to advertise the vacant position/s from PSC	Free	3 working days
7.	Deployment of officers in the system	Deployment letter	Free	5 minutes
8.	Updating of officer's academic qualification in the system	Certified copy of certificate	Free	5 Minutes
9.	Certification of documents	Original certificates and copies	Free	5 minutes
10.	Implementation of MHRMAC and PSC decisions in IPPD system.	Approved minutes and letters	Free	5 working days
11.	Keying in data from third parties	Updated Data sheets	Free	1 working day
12.	Vetting loans from third parties to comply with a third rule	Duly Filled loan application forms and current payslips	Free	20 Minutes
13.	Preparation of Pension Claim/Death Gratuity	Retirement notice Clearance certificate	Free	10 working days
		Death certificate Copy of Bank plate		
14.	Group Personal Accidents (GPA) Claim	Abstract from Police Medical Report Copy of ID Copy of Bank plate Letter from the Claimant Death Certificate GPA Form duly filled by the claimant and HR in case of death Marriage Certificate/Chiefs letter	Free	5 working days

15	Work Injury Benefit (WIBA) Claim	Abstract from Police Medical Report Copy of ID Copy of Bank plate Letter from the Claimant Death Certificate	Free	5 working days
16	Internship/attachment	Attachment letter from Institution Insurance cover Certificate of Good Conduct Copy of National ID Cover Letter	Free	5 working days
17	Course approval	Admission letter from Institution Pro-forma invoice	Free	2 working days
18	Transferring personal files to other Ministry's	Release letter, clearance forms	Free	5 working days
19.	Taking files for action to the relevant sections	Authority	Free	20 Minutes

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Director, Human Resource Management (Services)

State Department for Public Service
P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers,
Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777 125818
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



**MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE**

**CENTRAL PLANNING AND PROJECT MONITORING UNIT
Citizens' Service Delivery Charter**

NO.	Services	Requirements to obtain services	Cost of Services (if any)	Timeline
1.	Provision of information on projects and programmes	Visit CPPMD offices or call or email your request Put a formal request	Free	Visit - 1 day Formal - 5 working days
2.	Technical assistance on Monitoring and Evaluation of projects/programmes	<ul style="list-style-type: none"> ▪ Visit CPPMD offices or call or email your request ▪ Put a formal request 	Free	Visit - 1 day Formal – 5 working days
3.	Provision of guidance on the Performance contracting and Strategic Planning	<ul style="list-style-type: none"> ▪ Visit CPPMU offices or call or email your request ▪ Put a formal request 	Free	Visit - 1 day Formal - 5 working days
4.	Provision of advice on economic policies and planning	<ul style="list-style-type: none"> ▪ Visit CPPMD offices or call or email your request ▪ Put a formal request 	Free	Visit - 1 day Formal - 5 working days
5.	Provision of Public Service statistics	<ul style="list-style-type: none"> ▪ Visit CPPMD offices or call or email your request ▪ Put a formal request 	Free	Visit - 1 day Formal – 5working days
6.	Support state and non-state actors to develop funding proposals	<ul style="list-style-type: none"> ▪ Visit CPPMD offices or call or email your request ▪ Put a formal request 	Free	Visit - 1 day Formal - 5 working days
7.	Provide guidance on Public Service issues	<ul style="list-style-type: none"> ▪ Visit CPPMD offices or call or email your request ▪ Put a formal request 	Free	Visit - 1 day Formal - 5 working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

Head, Central Planning & Project Monitoring Unit

State Department for Public
Service P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice (Ombudsman)
2nd Floor, West End
Towers, Waiyaki Way,
Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777
125818 Email:
complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE

ADMINISTRATION DIVISION
Citizens' Service Delivery Charter

S/No.	Services	Requirements to obtain services	Cost of services (if any) (Kshs)	Timeline
1	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Authorization of expenditure	Availability of allocated funds Approved request	Free	1 working day
4.	Transport and logistical support	(i) Within Nairobi: Transport requisition form to Secretary Administration	Free	1 working day
		(ii) Outside Nairobi: Transport requisition form to Secretary Administration	Free	7 working days
5.	(b) Fuelling of vehicle	Fuel Card	Free	1 working day
6.	(c) Servicing of vehicle	Approved request	Free	After 10,000 Kilometres or on need basis
7.	(d) Repair of vehicle	i. Repair quotation ii. Inspection report from Chief Mechanical and Transport Engineer iii. Defect report from dealer iv. Approved repair request v. Inspection certificate from Chief Mechanical and Transport Engineer	2600	3 weeks
8.	Allocation of office space	(i) Employment/ deployment letter (ii) Memo to Secretary Administration	Free	7 working days

9.	Maintenance of offices (a) Minor repairs (b) Major repairs	Approved request Approval from the landlord	As per pro-forma invoice As recommended by State Department for Public Works	1 working day 3 months
10.	Management of office leases and parking bays	Submission of invoices	Free	Quarterly
11.	Records management	Mail Dispatch Correspondence Retrieval File Retrieval	Free Free Free	10 minutes 10 minutes 10 minutes

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Director, Administration

State Department for Public Service
P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers,
Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777 125818
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE

PUBLIC COMMUNICATIONS UNIT
Citizens' Service Delivery Charter

S/No.	Services	Requirements to obtain services	Cost of services (if any) (Kshs)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Distribution of Press releases to media houses	Information from departments	Free	3 hours
4.	Facilitation of press conferences/ briefs	Request from clients	Free	1 hour
5.	Media relations	Request from Departments	Free	Continuous
6.	Coordination and publication of news supplements	Inputs from departments	Free	7 working days
7.	Coordinate publications for SDPS Annual Reports	Inputs from departments	Free	Continuous
8.	Coordinate publication of MOPSG e-newsletter	Inputs from departments	Free	Monthly
9.	Photography and Videography Services	Information from Departments	Case by case	On Request
10.	Documentary Services	Information from Departments	Case by case	On Request
11.	Editorial services to departments	Information from Departments	Free	Continuous
12.	Protocol Services	Notification from the departments	Free	Continuous
13.	Digital content uploads on social media pages and the website	Information from relevant departments and events coverage	Free	Immediate depending on the content
14.	Branding materials	Notification from departments	Free	On request

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Head, Public Communications

State Department for Public Service

P.O. Box 30050 – 00100

NAIROBI

Telephone: +254-20-2227411

Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

The Commission Secretary/Chief Executive

Officer Commission on Administrative Justice

West End Towers, 2nd Floor

Waiyaki Way, Nairobi

P.O. Box 20414-00200 Nairobi

Tel : +254 (0)20 2270000/2303000

Email : complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
STATE DEPARTMENT FOR PUBLIC SERVICE
PUBLIC SERVICE PERFORMANCE MANAGEMENT & MONITORING UNIT

Citizens' Service Delivery Charter

S/No	Services	Requirements to obtain services	Cost of Services (If any) (Kshs)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Institutional Specific Capacity Building on Performance Contracting	Formal Request Received 2 Weeks Before Capacity Building	Institution to Meet Cost of Logistics as per the Prescribed Rates	3-5 Days Duration Depending on Scope of the Capacity Building
4.	Communicating Reviewed PC Guidelines to MDAs	Nil	Free	2 Working Days after Release by Head of Public Service
5.	Review (Quality Assurance) of Performance Contracts (PCs) for MDAs	<ul style="list-style-type: none"> • Negotiated PC • Representation of the MDA by all Parties to the Negotiation 	Free	2 Working Days per MDA as Per Review Schedule
6.	Coordinating the Signing of Performance Contracts for Ministries	Vetted Performance Contracts	Free	1 Working Day as Per Date Communicated by Executive Office of the President
7.	Feedback to Ministries on PC Quarterly Performance Reports	1 st , 2 nd & 3 rd Quarter Performance Reports	Free	15 Working Days after Receipt of the Quarterly Reports
8.	Monitoring of Performance at Mid-Year for MDAs	<ul style="list-style-type: none"> ▪ Vetted/Signed PC ▪ 1st and 2nd Quarter Performance Reports 	Free	3 Working Days per MDA and as Per Mid-Year Performance Review Schedule
9.	Performance Evaluation: <ul style="list-style-type: none"> ▪ Government Financial Year ▪ Calendar Financial Year 	<ul style="list-style-type: none"> ▪ Annual Performance Report ▪ Vetted/Signed PC ▪ Evidence of Achievement ▪ 	Free	<ul style="list-style-type: none"> ▪ By 31st December ▪ By 28th/29th February
10.	Coordinating the Release of Performance Evaluation Results for MDAs	Attendance by Representatives of MDAs	Free	1 Working Day as Per Date Communicated by Executive Office of the President
11.	Technical Support on Performance Management to County Governments	Formal Request	County Government to Meet Cost of Logistics as per the Prescribed Rates	5 Working Days per County

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

Principal Administrative Secretary, Performance Management & Monitoring Unit

Tel: 020 3313005/3313012
Email: pspmmu@psyg.go.ke

The Commission Secretary/Chief Executive Officer

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

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE

FINANCE UNIT
Citizens' Service Delivery Charter

No.	Services	Requirements to obtain services	Cost of services	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Provide inputs in preparation of PPR(Programme Performance Review)	<ul style="list-style-type: none"> • Circular from treasury • Receipt of request for information and data 	Free	Within one (1) week upon receipt of request
4.	Coordinate the preparation of Ministerial revised budget estimates	<ul style="list-style-type: none"> • Receipt of a circular from National Treasury • Timely receipt of inputs from Directorate and Divisions 	Free	Submit to National Treasury one (1) working day before the set deadline
5.	Provide inputs towards preparation of the MTEF sub sector report	<ul style="list-style-type: none"> • Receipt of a circular from National Treasury • Timely receipt of inputs from Directorate and Divisions. 	Free	Submit input within one (1) week upon receipt of request
6.	Submit disaggregated budget to the relevant Parliamentary committee	<ul style="list-style-type: none"> • Timely receipt of the relevant circular from Parliament • Support from the relevant divisions 	Free	Two working days before due date
7.	Issue AIEs to all spending units	<ul style="list-style-type: none"> • Budget allocation. • Receipt of funds from treasury 	Free	Bi-annually
8.	Standing imprest holders	Nomination by Division	Free	Once annually
9.	Respond to audit queries from the Auditor General	<ul style="list-style-type: none"> • Receipt of the relevant circular from the Parliament/ National Audit Office • Timely receipt of inputs from relevant Directorate , Divisions 	Free	One working day before the due date.
10.	Response to communication (letters, and emails}	Receipt of communication	Free	5 working days for letters
11.	Preparation and submission of quarterly performance contract reports and documentary evidence	Quarterly	Free	15 working days after the end of the quarter

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

Chief Finance Officer, Finance Unit

State Department for Public Service
P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

**The Commission Secretary/Chief
Executive Officer
Commission on Administrative Justice
(Ombudsman)**

2nd Floor, West End Towers,
Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777 125818
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE

HUMAN RESOURCE MANAGEMENT (POLICY)

S/No	Services	Requirements to obtain services	Cost of services (if any)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on Enquiry or Communication Formally Received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Administration of the Comprehensive Medical Insurance Scheme for Civil Servants under the NHIF	<ul style="list-style-type: none"> ▪ Individual officers to register as members ▪ Members to update their records and declare dependents ▪ Capitated members to choose preferred hospitals from list of accredited facilities ▪ Members to make phone calls and specify the nature of ▪ Enquiries 	Free	<p>Within 5days from date of appointment</p> <p>Quarterly as required by NHIF</p>
4.	Administration of the Medical Insurance Scheme for Senior Officers (CSs, CASs, PSs and officers in Job Group 'U' and above) in the Civil Service	<ul style="list-style-type: none"> ▪ Individual officers to register as members ▪ Members to update their records and declare dependents ▪ Members to make phone calls and specify the nature of enquiries ▪ Heads of HR in MDAs to communicate new appointments to this Ministry 	Free	<p>Within 5 days on appointment</p> <p>within 1 week</p>
5.	Provision of Psychological Counselling Services to Public Servants	Referrals from MDAs Self-Disclosure by officers	Free	On need basis
6.	Deployment/ posting of common cadre staff managed by the SDPS across MDAs	MDAs to make formal requests for Staffing guided by Authorized Staff Establishments	Free	within 30 days
		Individual officers to officially make request through their Authorized Officers		within 1 week

7.	Provision of Capacity Building and Technical assistance to MDAs and other Public Service Organizations on HR Policies and strategies Development of HR Manuals, Salary Structures, HR Audits & surveys and sensitization programmes on HR polices and strategies)	MDCAs to write request; MDCAs to prepare work plan and budgets of the exercises	Free	within 30 days 2 weeks
8.	Provision of Technical assistance in recruitment and placement of officers in the Public Service	PSC to write requests to the Ministry MDCAs to write request to the Ministry	Free	within 1 week

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Any services 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:

<p>Secretary. Human Resource Management (Policy) State Department for Public Service P.O. Box 30050 – 00100 NAIROBI Telephone: +254-20-2227411 Email: complaints@psygo.go.ke</p>	<p>The Commission Secretary/Chief Executive Officer Commission on Administrative Justice (Ombudsman) 2nd Floor, West End Towers, Waiyaki Way, Westlands, P. O. Box 20414 – 00200 NAIROBI Tel: +254-20-2270000/0777 125818 Email: complain@ombudsman.go.ke</p>
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HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE
INFORMATION, COMMUNICATION & TECHNOLOGY (ICT)
Citizens' Service Delivery Charter

S/No.	Services	Requirements to obtain services	Cost of services (if any) (Kshs)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear enquiry or communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on enquiry or communication formally received	Free	3 Working Days
3.	Corporate email services	Apply if not assigned/request to reset	Free	1 working day
4.	User support requests	Need to make a request, call	Free	Immediately
5.	Ministry's website content	Send content for upload	Free	1 working day
6.	Provision of specifications and ICT standards	Request for specification	Free	1 working day
7.	Updating existing software	Routine plan and user request	Free	2 working days
8.	Support all Management Information Systems	Routine	Free	Continuous

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Head, Information, Communication and Technology

State Department for Public Service
P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers,
Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777 125818
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE
MANAGEMENT CONSULTANCY SERVICES (MCS)
Citizens' Service Delivery Charter

S/N	Service	Requirements to obtain service	Cost of services (if any) (Kshs)	Timeline
1.	Verbal response to enquiry or communication	Clear enquiry or communication	Free	10 Minutes
2.	Written response to enquiry or communication	Letter on enquiry or communication formally received	Free	5 Working Days
		Email on enquiry or communication formally received	Free	3 Working Days
3.	Provision of Management Advisory Services on the following: Organizational Restructuring/review; Workload Analysis/Staff Rationalization	<ul style="list-style-type: none"> ▪ Discuss and approve TORs; ▪ Provide a Liaison Officer; ▪ Provide primary data/information/literature requested ▪ Organize for discussions where required ▪ Issue introduction letters to stakeholders to facilitate access and discussions 	Incidental Costs	90 continuous days
4.	De-linking newly Established	<ul style="list-style-type: none"> ▪ Establish a delinking committee and appointing team members by letters; ▪ Provide primary data/information/literature requested ▪ Meet the incidental cost of the study such as conference facilities, accommodation allowance; transport cost, stationery. ▪ Bind final document and organize for presentations, stakeholder consultative forums and official launch. 	Incidental Costs	75 continuous days
5.	Writing Organizational functional Policy and Position Papers	<ul style="list-style-type: none"> ▪ Provide primary data/information/literature requested; ▪ Bind final Document and organize for presentations, stakeholder consultative forums and official launch. 	Incidental Costs	30 Working days
6.	Quality assurance of Reports on organizational structure and staffing/Delinking reports and other ad-hoc report/Career Progression Guidelines/Scheme of Service	Submission of both soft and hard copies of Reports that are structured in line with MAS standards and guidelines, edited and well formatted.	Incidental Costs	15 Working days
7.	Allocation of Payroll Number to MDAs	<ul style="list-style-type: none"> ▪ Capture the information in GHRIS ▪ Attach the Appointment letter & Cover letter from the Director HRM 	Nil	One working Day

S/N o	Service	Requirements to obtain service	Cost of services (if any) (Kshs)	Timeline
		<ul style="list-style-type: none"> Attach a copy of ID, Birth Certificate, and KRA PIN 		
8.	Re-activation of Payroll Number	<ul style="list-style-type: none"> Filled-in Payroll Number Restoration Form Letter from current Employer Appointment letter to the current position. Clearance Form/letter from Previous Employer Last Pay Certificate (LPC) Copy of ID and KRA PIN 	Nil	2 working days
9.	Allocation of Third-party deduction code	<ul style="list-style-type: none"> Filled-in Application Form for deduction Check-off. Certified copy of the Registration Certificate including Articles & Memorandum of association/By-laws/noncertified Copy of authorization from the regulatory body to operate your type of business. Certified copy of certificate/letter confirming membership to an umbrella body. Number and names of the current clients A letter from officials and their National ID copies. Resolution indicating that they require a deduction code. 	Nil	Two weeks
10.	New IPPD Installation Site	<ul style="list-style-type: none"> Inaugural project meeting with the client local implementation team A suitable Work-station (At least three (3) networked computers and a printer) Developed mutual agreed standards / guidelines complement control records Payroll data from the Client 	Nil	One Month
11.	Separation of Payroll when a Ministry is split	<ul style="list-style-type: none"> Request letter from the client A suitable Work-station (At least three (3) networked computers and a printer). A local implementation team 	Nil	1 week
12.	System Update and Upgrade	Request from the MDCAs Circulars, executive order or Gazette Notice	Nil	1 week
13.	Ad-hoc Reports	Request letter from the stakeholders Data presentation format.	Nil	1 day
14.	Allocation of Payroll Number to Counties	<ul style="list-style-type: none"> Authority letter from the County Secretary. Excel template with the requested personal numbers Request letter to the Principal Secretary 	Nil	2 weeks
15.	IPPD Training	Request letter from the client The Officers attending training	(Facilitators Resource fee)	3 working days
16.	Designation Titles/Coding	Request letter from the client Approved Schemes of service or career progression.	Nil	1 week

S/N o	Service	Requirements to obtain service	Cost of services (if any) (Kshs)	Timeline
17.	Call for submission, verification and adjudication of service delivery innovations	Complete innovation(s) submission form; Allow adjudicators to access, verify and adjudicate on submitted innovation(s);	Nil	90 working days
18.	Recognize and Award the winning service delivery innovations	Facilitate the winning team(s) to attend and showcase winning innovations during the Annual Africa Public Service Day (APSD); Receive innovation(s) awards (trophies and/or certificates) where due.	Nil	2 working days
19.	Oversight Public Service Reforms Strategies in the Transformation Programme	Technical backstopping and training	Nil	One week
20.	Business Process Re-engineering through RRI approaches	Request or Recommendations	Nil	Two weeks
21.	Information, Educ. & Comm. (IEC) support services for reforms	Request for training and technical assistance	Nil	One week
22.	Capacity Building and Technical Assistance in Public Service Reforms	Request for technical assistance	Nil	One week
23.	Institutional Capacity Scans	Request for technical assistance	Nil	One week
24.	Transformative training on Leadership and Change Management	Request for training	Nil	One week

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

Director, Management Consultancy Services

State Department for Public Service
P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers,
Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777 125818
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



**REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE**

**SUPPLY CHAIN MANAGEMENT UNIT
Citizens' Service Delivery Charter**

S/N o.	Service/Good	Requirements to obtain service/good	Cost of service/good (if any) (Kshs)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on Enquiry or Communication Formally Received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Procurement plan	Guidelines from National Treasury Divisional procurement plans	Free	One month
4.	Pre-qualification of suppliers	Requisite	Free	Continuous
5.	Purchase of goods/works and services	Requisition from users/specifications/Terms of Reference	Free	One month
6.	Inspection and acceptance of goods/works/services	Appointment letter Supplier delivery note and invoice	Free	Immediate
7.	Issuance of goods	Requisition for stores	Free	Immediate
8.	Stocktaking of goods	Appointment letter	Free	1 working Day
9.	Re-evaluation of supplier performance	Supplier performance data	Free	Biannually
10.	Disposal of idle/surplus and obsolete goods	Authorization letter Form F058	Free	Once a year

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

Head, Supply Chain Management Unit

State Department for Public Service
P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers,
Waiyaki Way, Westlands,
P. O. Box 20414 – 00200 NAIROBI
Tel: +254-20-2270000/0777 125818
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE & GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE

ACCOUNTS UNIT
Citizens' Service Delivery Charter

S/No	Services	Requirements to obtain services	Cost of Services (if any)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on Enquiry or Communication Formally Received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Payment of Personal Claims.	Approved authority and appropriate supporting documents	Free	5 working days
4.	Preparation of Final Accounts	As guided by PFM Act 2012	Free	3 months after the closure of Financial Year.
5.	Quarterly Financial Reports	As guided by PFM Act 2012	Free	Not later than 15 days after the end of each quarter
6.	Payment of Merchants	Provide all relevant supporting documents.	Free	14 working days.
7.	Issuance of AIEs to SAGAs under the State Department for Public Service	Quarterly budget loaded into IFMIS by the National Treasury	Free	2 working days
8.	Issuance of Accountable documents	Timely request	Free	On demand
9.	Issuance of Imprest	Provide approved request	Free	3 working days
10.	Imprest surrender	Provide clear and necessary documentations	Free	7 working days
11.	Imprest reimbursement	Provide clear and necessary documentations with appropriate authority.	Free	5 working days
12.	Response to Audit queries	Raised Audit queries	Free	Within the timeframe provided by the auditor

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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<p>Head, Accounts Unit State Department for Public Service P.O. Box 30050 – 00100 NAIROBI Telephone: +254-20-2227411 Email: complaints@psygo.ke</p>	<p>The Commission Secretary/Chief Executive Officer Commission on Administrative Justice (Ombudsman) 2nd Floor, West End Towers, Waiyaki Way, Westlands, P. O. Box 20414 – 00200 NAIROBI Tel: +254-20-2270000/0777 125818 Email: complain@ombudsman.go.ke</p>
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HUDUMA BORA NI HAKI YAKO



**REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE AND GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE
COUNSELING UNIT**

Citizens' Service Delivery Charter

S/No	Services	Requirements to obtain services	Cost of Services (if any)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on Enquiry or Communication Formally Received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Guidance on psychological issues	<ul style="list-style-type: none"> Be a Public Servant Request from client, phone or written request 	Free	Ten (10) minutes
4.	Individual/Group Counseling	<ul style="list-style-type: none"> Be a Public Servant (self or referred by employer) If referred (referral document, letter, e-mail, memo or phone request) 	Free	2 working days (session is booked)
5.	Psycho-education	<ul style="list-style-type: none"> Request from public servants Institutions by letter, e-mail or memo 	Free	2 working days (session is booked)
6.	Provide technical support in customizing of the Counseling Policy, implementation and psychological counseling services	<ul style="list-style-type: none"> Formal request from public servants Terms of reference 	Free	2 working days (session is booked)
7.	Psychological First Aid in emergencies	<ul style="list-style-type: none"> Request from public servants through e-mail, phone or letter 	Free	Request ASAP

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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Head, Counselling Services

State Department for Public
Service P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psyg.go.ke

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers,
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HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA
MINISTRY OF PUBLIC SERVICE AND GENDER
STATE DEPARTMENT FOR PUBLIC SERVICE
LEGAL SERVICES UNIT
Citizens' Service Delivery Charter

Serial No	Service/Good (s) Rendered	Requirements to obtain service/good	Cost of Service/good(s) (if any)	Timeline
1.	Verbal Response to Enquiry or Communication	Clear Enquiry or Communication	Free	10 Minutes
2.	Written Response to Enquiry or Communication	Letter on Enquiry or Communication Formally Received	Free	5 Working Days
		Email on Enquiry or Communication Formally Received	Free	3 Working Days
3.	Legal Advice and prepare appropriate advisories on matters concerning the Ministry.	Receiving a request from the ministry and other sages.	Nil	5 working days
4.	Provide legal advice in the negotiation and conclusion of contract, agreement, leases and Memorandum of understanding	Availing MOUs , negotiating contracts, leases from the ministry and other sages for perusal.	Nil	5 working days
5.	Offer legal support in development and review policy and legislation in the Ministry	Upon request from the ministry.	Nil	5 - 14 working Days
6.	Ensure effective negotiation, drafting and conclusion of legal instruments	Through receipt of contracts between the ministry and other organizations.	Nil	Within 3 days after receipt of instructions
7.	Undertaking legal research and analysis, identifying important issue concerning the Ministry	Upon requests on carrying out research on behalf of the ministry and legal research.	Nil	7 working days
8.	Ensure compliance with the constitution and statutory requirements	Receiving a request concerning the provision of advisory on matters constitution.	Nil	Continuous
9.	Follow – up and update management on court matters (Litigation) with the Office of the Attorney General and Department of Justice and the Ministry's units and agencies and develop a databank of litigation status	Through tracking of cases with AG and Court attendance	Nil	Within 2 working days
10.	Receiving documents and drafting letters	Through sending of letters and other legal documents by the ministry and other sages.	Nil	Within 3 days of receipt

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Head, Legal Services

State Department for Public
Service
P.O. Box 30050 – 00100
NAIROBI
Telephone: +254-20-2227411
Email: complaints@psygo.go.ke

**The Commission Secretary/Chief
Executive Officer**

Commission on Administrative Justice
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