



REPUBLIC OF KENYA

MINISTRY OF PUBLIC SERVICE  
AND GENDER

STATE DEPARTMENT FOR  
PUBLIC SERVICE

# Citizen 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. Email on enquiry or communication formally received.	Free	5 Working Days 3 Working Days
3.	Provision of Management consultancy Services on the following: Organizational Restructuring/review ; Workload analysis/staff rationalization	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 working days
4.	De-linking newly Established Public Institutions	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 working days
5.	Allocation of Payroll Numbers to MDAs	Capture the information in GHRIS. Attach the Appointment letter. Formal request from the Director HRM. Attach a copy of ID, Birth Certificate, and KRA PIN. Attach Authority to recruit letter. Attach confirmation of funding letter.	Free	1 Working Day
6.	Allocation of Third-party deduction code	Filled-in Application Form for deduction Check-off. Certified copy of the Registration Certificate including Articles & Memorandum of association/By-laws/non certified 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.	Free	2 weeks

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7.	New IPPD Installation Site	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.	Free	1 Month
8.	Separation of Payroll when a Ministry is split	Request letter from the client. A suitable Work-station (At least three (3) networked computers and a printer). A local implementation team.	Free	1 week
9.	Designation Titles/Coding	Request letter from the client Approved Schemes of service or career. progression guidelines.	Free	1 week
10.	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.	Free	2 working days
11.	Oversight Public Service Reforms Strategies in the Transformation Programme	Technical backstopping and training.	Free	1 week
12.	Business Process Re-engineering through RRI approaches	Request or Recommendations.	Free	2 weeks
13.	Administration of the Comprehensive Medical Insurance Scheme for Civil Servants under the NHIF	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	Within 5 days from date of appointment Quarterly as required by NHIF
14.	Administration of the Medical Insurance Scheme for Senior Officers (CSs, CASS, PSSs and officers Job Group 'U' and above) in the Civil Service	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	Within 5 days on appointment within 1 week
15.	Provision of psychological counselling services to Public Servants	Referrals from MDAs Self - disclosure by officers.	Free	On need basis
16.	Deployment/posting of common cadre staff managed by the SDPS across MDAs	MDAs to make formal requests for staffing guided by Authorized Staff Establishments. Individual officers to officially make request through their Authorized Officers.	Free	within 30 days within 1 week

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17.	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 policies and strategies)	MDCAs to write request. MDCAs to prepare work plan and budgets of the exercises.	Free	within 30 days 2 Weeks
18.	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
19.	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
20.	Guidance/Interpretation of human resource development policies and regulations	Relevant circular, personnel general letter or regulation.	Free	7 Working days
21.	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
22.	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
23.	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
24.	Process donor funded scholarship	Announced. Approval by MHRMAC-MTC. Accepted by donor Agency/ Development Partner. Course approval granted.	Free	1 Month
25.	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
26.	Formulation of Policies, rules and regulations for the public service	Provide proposal/suggestions on any new policy being developed /reviewed	Free	4 Months
27.	Communicating Reviewed PC Guidelinesto MDAs	Nil	Free	2 Working days

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28.	Review (Quality Assurance) of Performance Contracts (PCs) for MDAs	Negotiated PC Representation of the MDA by all Parties to the Negotiation	Free	2 Working Days
29.	Performance Evaluation • Government Financial Year • Calendar Financial Year	Annual Performance Report Vetted/Signed PC Evidence of Achievement		• By 31st December • By 28th/29th February
30.	Approval of the implementation of new Huduma Kenya Service Delivery Channel	Request from Huduma Kenya and key stakeholders	Dependent on the new channel	5 working days
31.	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
32.	Undertake service improvement (Business Process Reengineering) and implement public service innovations	Stakeholder engagement meetings	Free	14 working days
33.	Undertake Huduma Mashinani Outreaches	Approvals from the Local Leadership Venue Citizen mobilization	Internally organized – Free Externally organized – 70,000 – 100,000 (depending on the distance and number of services offered)	5 working days
34.	Resolution of customer complaints and response to inquiries from all Huduma Kenya Service delivery Channels	Reported Complaint or Enquiry	Free	5 Working days
35.	Capacity building for staff in the Huduma Kenya Service Delivery Standards	List of names and contacts of staff	Incidental costs	5 working days
36.	Certify MDACs on Huduma Kenya Customer Service Excellence Standard	MDACs apply for certification	Dependent on the requirements of MDACs	90 Working days
37.	Participate in the International Customer Service week	Theme of the International Customer Free Service Week List of activities from Huduma Centres	Free	14 Working days
38.	Implementation of PSC (K) and MHRMAC Decisions	Human Resource Policies and Procedures Manual of May, 2016 Circulars, Salary Reviews. Approved MHRMAC Minutes	Free	5 Working days
39.	Drafting of indents for advertisement of vacant positions	Approval to advertise the vacant position/s from PSC	Free	3 Working days

## WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service(s) rendered that does not confirm 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  
P.O. Box 30050 – 00100  
NAIROBI  
Telephone: +254-20-2227411  
Email: [complaints@psygo.ke](mailto:complaints@psygo.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](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**