



**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"> <li>• Negotiated PC</li> <li>• Representation of the MDA by all Parties to the Negotiation</li> </ul>	Free	2 Working Days per MDA as Per Review Schedule
6.	Coordinating the Signing of Performance Contracts for	Vetted Performance Contracts	Free	1 Working Day as Per Date Communicated by Executive

	Ministries			Office of the President
7.	Feedback to Ministries on PC Quarterly Performance Reports	1 <sup>st</sup> , 2 <sup>nd</sup> & 3 <sup>rd</sup> 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"> <li>▪ Vetted/Signed PC</li> <li>▪ 1<sup>st</sup> and 2<sup>nd</sup> Quarter Performance Reports</li> </ul>	Free	3 Working Days per MDA and as Per Mid-Year Performance Review Schedule
9.	Performance Evaluation: <ul style="list-style-type: none"> <li>▪ Government Financial Year</li> <li>▪ Calendar Financial Year</li> </ul>	<ul style="list-style-type: none"> <li>▪ Annual Performance Report</li> <li>▪ Vetted/Signed PC</li> <li>▪ Evidence of Achievement</li> <li>▪</li> </ul>	Free	<ul style="list-style-type: none"> <li>▪ By 31<sup>st</sup> December</li> <li>▪ By 28<sup>th</sup>/29<sup>th</sup> February</li> </ul>
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:

<p><b>Principal Administrative Secretary, Performance Management &amp; Monitoring Unit</b>  Tel: 020 3313005/3313012  Email: pspmmu@psyg.go.ke</p>	<p><b>The Commission Secretary/Chief Executive Officer</b>  Commission on Administrative Justice  West End Towers, 2<sup>nd</sup> Floor  Waiyaki Way, Nairobi  P.O. Box 20414-00200 Nairobi  Tel : +254 (0)20 2270000/2303000  Email : complain@ombudsman.go.ke</p>
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**HUDUMA BORA NI HAKI YAKO**



**JAMHURI YA KENYA  
IDARA YA UTUMISHI WA UMMA**

**KITENGO CHA USIMAMIZI NA UFUATILIJI WA UTENDAJIKAZI WA UTUMISHI WA UMMA  
Hati ya Utoaji Huduma kwa Raia**

<b>Na.</b>	<b>Huduma</b>	<b>Mahitaji ya kupata huduma</b>	<b>Gharama ya Huduma (ikiwepo) (Kshs)</b>	<b>Muda</b>
1.	Majibu ya maongezi kwa hitaji la maelezo au mawasiliano	Hitaji wazi la Maelezo au mwawasiliano	Bila Malipo	Dakika 10
2.	Majibu ya maongezi kwa hitaji la maelezo au mawasiliano	Barua kuhusu ombi la maelezo au mawasiliano kupokelewa rasmi	Bila Malipo	Siku 5 za kazi
		Baruapepe kuhusu ombi la maelezo au mawasiliano kupokelewa rasmi	Bila Malipo	Siku 3 za kazi
3.	Kujengea uwezo wa kitaasisi kandarasi za utendaji kazi	Ombi rasmi kupokelewa wiki 2 kabla shughuli ya kujengea uwezo kandarasi	Taasisi kugharamia shughuli husika kuambatana na	Siku 3-5 Muda ukitegemea kiasi cha mchakato wa kujengea uwezo

		za utendajikaziiling	viwango vilivyowekwa	
4.	Kuwasilisha miongozo ya kandarasi za utendajikazi zilizokaguliwa kwa Wizara, Idara na Vitengo vya Uajenti	Hakuna	Bila Malipo	Siku 2 za kazi baasda ya kutolewa na Mkuu wa Utumishi wa Umma
5.	Kagua (Hakikisho la Ubora) la kandarasi za utendajikazi kwa Wizara, Idara na Vitengo vya Uajenti	<ul style="list-style-type: none"> <li>• Kandarasi ya Utendajikazi iliyoafikiwa</li> <li>• Uwakilishi wa Wizara, Idara na Vitengo vya Uajenti na pande zote zilizohusika na maafikiano</li> </ul>	Bila Malipo	Siku 2 za kazi kwa kila Wizara Idara na Kitengo cha Uajenti kuambatana na mpango uiofanyiwa ukaguzi
6.	Kushirikisha kusainiwa kwa kandarasi za utendajikazi kwa Wizara	Kandarasi za utendajikazi zilizofanyiwa ukaguzi	Bila Malipo	Siku 1 ya kazi kulingana na tarehe iliyowasilishwa na ofisi kuu ya Rais
7.	Maoni kwa Wizara kuhusu ripoti za kila baada ya miezi 3 za Kandarasi za Utendaji kazi	Ripiti za utendajikazi za robo ya kwanza ya pili nay a tatu	Bila Malipo	Siku 15 za kazi baada ya kupokelewa kwa ripoti za kila baada ya miezi 3
8.	Ufuatiliaji wa Utendajikazi katikati ya mwaka kwa Wizara, Idara na Vitengo vya Uajenti	<ul style="list-style-type: none"> <li>▪ Kandarasi za Utendaji kazi zilizokaguliwa na kutiwa saini</li> <li>▪ Ripoti za utendajikazi za robo ya kwanza nay a pili ya mwaka</li> </ul>	Bila Malipo	Siku 3 za kazi kwa kila Wizara, Idara na Kitengo cha Uajenti na kuambatana na mpangilio wa ukaguzi wa utendajikazi kila katikati ya mwaka
9.	Tathmini ya Utendajikazi: <ul style="list-style-type: none"> <li>▪ Mwaka wa kifedha wa Serikali</li> <li>▪ Kalenda ya kifedha ya Mwaka</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ripoti ya Kila Mwaka ya Utendajikazi</li> <li>▪ Kandarasi za Utendaji Kazi zilizokaguliwa na kutiwa saini</li> </ul>	Bila Malipo	<ul style="list-style-type: none"> <li>▪ Kufikia Tarehe 31 Disemba</li> <li>▪ Kufikia Tarehe 28/29 Febuari</li> </ul>

		▪ Ushahidi wa kutimiza matarajio		
10.	Kushirikisha kutolewa kwa Matokeo ya Tathmini ya Utendanikazi kwa Wizara, Idara na Vitengo vya Uajenti	Kushiriki kwa wawakilishi wa Wizara, Idara na Vitengo vya Uajenti	Bila Malipo	Siku 1 ya kazi kuambatana na tarehe iliyotolewa na Afisi ya Rais
11.	Msaada wa kiufundi kuhusu Usimamizi wa Utendajikazi kwa Serikali za Kaunti	Ombi rasmi	Serikali ya Kaunti kulipia gharama za shughuli kuambatana na viwango vilivyowekwa	Siku tano za kazi kwa kila Kaunti

**TUMEJITOLEA KWA HESHIMA NA USTADI KATIKA UTOAJI WA HUDUMA**

Huduma zozote zinazotolewa ambazo hazizingatii viwango vilivyo hapo juu au afisa yeyote ambaye hawezi kujitolea kuhakikisha ubora katika utoaji wa huduma anapaswa kuripotiwa kwa:

**Katibu Mkuu Msimamizi, Kitengo cha Usimamizi na Ufuatiliaji wa Utendajikazi**  
 Simu: 020 3313005/3313012  
 Barua pepe: [pspmmu@psyg.go.ke](mailto:pspmmu@psyg.go.ke)

**Katibu wa Tume/ Katibu Mkuu Mtendaji Tume ya Haki ya Utawala (Ombudsman)**  
 Orofa ya Pili, Jengo la West End Towers,  
 Barabara ya Waiyaki, Westlands,  
 S.L.P. 20414 – 00200 NAIROBI  
 Simu: +254-20-2270000/0777 125818  
 Barua pepe: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**