



## REPUBLIC OF KENYA

### MINISTRY OF PUBLIC SERVICE, GENDER, SENIOR CITIZENS AFFAIRS & SPECIAL PROGRAMMES

#### CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICES RENDERED/DELIVERED	REQUIREMMENTS TO OBTAIN SERVICES	COST OF SERVICES	TIMELINES
1.	Coordination of the Ministry and its Semi-Autonomous Government Agencies (SAGAs) functions	As per the constitution, relevant legislation and policies	Free	Continuous
2.	Formulation of policies, rules and regulations for the public service	Proposal/suggestions on policies, rules and regulations being developed/reviewed	Free	Continuous
3.	Provision of policy guidelines on Human resources capacity building and technical assistance to Ministries, Departments, Agencies and Counties.	As per the public service human resource development policies and strategies.	Free	Continuous
4.	Ensure delivery of efficient Services and information through the Huduma Kenya Service delivery channels (Huduma Centres, Huduma Contact Centre, Huduma Mashinani and Huduma E-services)	As per Huduma Kenya Delivery Standards	As per the fee guidelines	As per Huduma Kenya Delivery Standards Timelines.
5.	Provision of policy guidance on psychosocial counselling services in the public service	Request from Ministries, Departments, Agencies and Counties	Free	On a need basis
6.	Coordination of performance management in the public service	As per the performance management guidelines	Free	On quarterly basis
7.	Provision of management consultancy services in the public service.	Request from Ministries, Departments, Agencies and Counties	Incidental cost	90 working days
8.	Provision of policy guidance and legislation on gender policy, Gender Based Violence	As per the constitution, relevant legislations and	Free	Continuous

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	and Socio-economic empowerment.	policies.		
9.	Capacity building on gender mainstreaming, gender policy and research, Gender Based Violence and Socio-economic empowerment of women and girls	Formal request by Ministries, Departments, Agencies and Counties	As per the prescribed rates	As per request
10.	Gender policy management and domestication of international treaties / conventions on gender	As per the relevant International Treaties / Conventions on gender	Free	Continuous
11.	Provision of policy guidance on registration of self-help groups and Community Based Organizations.	As per constitution, relevant legislations and policies	Free	Continuous
12.	Ensure effective and efficient administration and management of Cash Transfer Programmes ( <i>Inua Jamii</i> )	As per the cash transfer guidelines	Free	Continuous
13.	Provision of Policy guidance and legislation on care, protection and support of children.	As per constitution, relevant legislations and policies	Free	Continuous
14.	Ensure policy provision and legislation on management of drought and other National emergencies	As per constitution, relevant legislations and policies	Free	Continuous
15.	Provision of policy guidance and legislation for the development of Arid and Semi-Arid Lands regions	As per constitution, relevant legislations and policies	Free	Continuous
16.	Promote value addition of resources and enhance livelihood resilience within Arid and Semi-Arid Lands regions	As per needs basis and/or request by Ministries, Departments, Agencies , Counties and communities	As per programme/ project cost	Subject to programme/project workplan.
17.	Promote peace building, conflict management, social and cultural integration within the Arid and Semi-Arid Lands regions	As per constitution, relevant legislations and policies	As per the prescribed rates	Continuous
18.	Coordination of the Human Resource Management and Development in the Ministry.	As per the legislation and policies	Free	Continuous

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

Any service 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, Gender, Senior Citizens Affairs & Special Programmes  
Harambee House 12<sup>th</sup> floor, P.O Box 30050 – 00100 - Nairobi, Kenya.  
Telephone: +254-020-2227411  
Email: [info@psyg.go.ke](mailto:info@psyg.go.ke)

Principal Secretary,  
State Department for Public Service  
Harambee house 11<sup>th</sup> Floor.  
P.O. BOX 30050-00100  
NAIROBI  
Telephone +254-202227411  
[Email.complaints@psyg.go.ke](mailto:Email.complaints@psyg.go.ke)

The Principal Secretary,  
State Department for Gender  
TelePosta Towers 4<sup>th</sup> Floor  
P.O.BOX 29966-00100  
NAIROBI  
Telephone +254(0) 0202216500  
[info@gender.go.ke](mailto:info@gender.go.ke)

The Principal Secretary,  
State Department for Social Protection.  
NSSF Building Block A Eastern Wing 6<sup>th</sup> floor  
P.O.BOX 40326-00100  
NAIROBI  
Telephone +254(0) 2729800  
Email: [ps@socialprotection.go.ke](mailto:ps@socialprotection.go.ke)

The Principal Secretary,  
State Department for ASALS  
Extelcom Building  
P.O.BOX 40213-00100  
NAIROBI  
Telephone +254 203317641-7  
Email: [info@asals.go.ke](mailto:info@asals.go.ke)

The Commission Secretary Chief Executive Officer  
Commission on Administrative Justice (Ombudsman)  
2<sup>nd</sup> Floor, West End Towers  
Waiyaki Way, West Lands,  
P.O.BOX 20414-00200 NAIROBI  
Tel. +254-20-2270000/0777125818  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**EFFICIENT PUBLIC SERVICE IS YOUR RIGHT**