



REPUBLIC OF KENYA

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

CITIZENS' SERVICE DELIVERY CHARTER

| S/NO | SERVICES RENDERED/DELIVERED | REQUIREMENTS 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 |

| S/NO | SERVICES RENDERED/DELIVERED | REQUIREMENTS TO OBTAIN SERVICES | COST OF SERVICES | TIMELINES |
|-------------|--|--|-------------------------------|--|
| 8. | Provision of policy guidance and legislation on gender policy, Gender Based Violence and Socio-economic empowerment. | As per the constitution, relevant legislations and policies. | Free | Continuous |
| 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 12th floor, P.O Box 30050 – 00100 - Nairobi, Kenya.
Telephone: +254-020-2227411
Email: info@psyg.go.ke

Principal Secretary,
State Department for Public Service
Harambee house 11th Floor.
P.O. BOX 30050-00100
NAIROBI
Telephone +254-202227411
Email.complaints@psyg.go.ke

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

The Principal Secretary,
State Department for Social Protection.
NSSF Building Block A Eastern Wing 6th floor
P.O.BOX 40326-00100
NAIROBI
Telephone +254(0) 2729800
Email: 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

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

EFFICIENT PUBLIC SERVICE IS YOUR RIGHT