

## REPUBLIC OF KENYA



**THE PRESIDENCY**  
**Ministry of Public Service, Youth and Gender**  
**State Department for Gender**

### CITIZENS' SERVICE DELIVERY CHARTER

**Our Vision:** A just, fair and transformed society free from gender discrimination in all spheres of life

**Our Mission:** To coordinate gender mainstreaming in national development planning and promote equitable political and socio-economic development for women, men, girls and boys.

No.	Service	Requirements to Obtain Service	Cost of Service	Timeline
1.	Inquiries (Customer care desk)	Verbal or written communication	Free	10 Minutes
2.	Telephone calls	None	Free	Within three rings
3.	Response to correspondences	Correspondences	Free	Within 7 days
4.	Resolution of public Complaints	Written or verbal complaint	Free	Within 14 days.
5.	Processing of tenders	Submission of signed Tender Documents	Free	Within 84 days
6.	Payment of goods and services	Provision of relevant documents	Free	Within 30 days from receipt of goods and services subject to receipt of exchequer from Treasury
7.	Disposal of idle assets	None	Free	By June 31 <sup>st</sup> of every Financial Year
8.	Sensitization/training on Gender issues including GBV, FGM, early marriages & pregnancies and Socio-economic empowerment for women and girls	None	Free	Continuous

9.	Referral for GBV survivors	Visit to SdG offices or call to toll free hotline 1195	Free	Immediately
10.	Sensitization/Training on KNAP on Peace and Security (UNSCR 1325)	None	Free	Continuous
11.	Sensitization/training on National and International gender Policies, treaties and conventions	None	Free	Continuous
12.	Provision of technical assistance in formulating and reviewing gender related policies	Formal request	Free	Within 14 days
13.	Dissemination of gender related policies	Formal request	Free	Within 14 days
14.	Provision of digital repository services	Formal request	Free	Within 30 days
15.	Provision of data on financial institutions offering support to women entrepreneurs	On request	Free	1 day
16.	Provision of financial advice	None	Free	Continuous
17.	Approving Financial Transactions	Provision of supporting documents	Free	Within two days

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

Any service rendered that does not conform to the above standards or any other 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 Gender  
P.O. Box 29966 -00100, Nairobi.

**Telephone:** 020 7868686

**Email:** [complaints@gender.go.ke](mailto:complaints@gender.go.ke)

**Website:** [www.gender.go.ke](http://www.gender.go.ke)

**The Commission Secretary / Chief Executive Officer**

**Commission on Administrative Justice**, 2nd Floor,  
West End Towers, Waiyaki Way, Nairobi.

P.O. Box 20414 – 00200 Nairobi.

**Telephone:** +254 (0) 20 2270000/2303000

**Email:** [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**