



REPUBLIC OF KENYA

Ministry of Public Service, Gender and Affirmative Action State Department for Gender and Affirmative Action

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.

Core Values

We are guided by the National Values as espoused by the Constitution of Kenya, 2010. These values are;

- Gender Equality
- Equity
- Inclusiveness,
- Diversity
- Gender responsiveness
- Team work
- Non-discrimination and Protection of the marginalized
- Social justice
- Participation of the people
- Integrity
- Transparency
- Accountability
- Human Dignity

| No. | Service Rendered/ Delivered | Requirements to Obtain Service | Cost of Service | Timeline |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------|----------------|
| 1. | Training and sensitization on: <ul style="list-style-type: none"> • Gender mainstreaming and affirmative action in Ministries Departments and Agencies • Sexual and Gender Based Violence • International and Regional treaties, conventions and National Gender Policies • Affirmative Action Funds and Access to Affirmative Government Procurement Opportunities | None | Free | Continuous |
| 2. | Referral of GBV survivors to service providers. | Visit to State Department offices or call toll free national hotline 1195 | Free | Immediately |
| 3. | Localization of Kenya National Action Plan (KNAP) on Women, Peace and Security (UNSCR 1325). | None | Free | Continuous |
| 4. | Facilitating establishment and operationalization of Gender Violence Protection Centers, Gender Based Violence Recovery Centers and Safe Spaces in the 47 counties. | Formal request | Free | Continuous |
| 5. | Coordination of GOK/ Partner Programs on Gender Based Violence (GBV) and Women Peace and Security (WPS). | Formal request | Free | Continuous |
| 6. | Provision of technical assistance in: <ul style="list-style-type: none"> • Formulation and review of gender related policies • Gender responsive research and surveys to inform policy decisions and programmes. | Formal request | Free | Immediately |
| 7. | Carry out gender audits in the public sector to realize gender equality | Formal request | Free | Within 14 days |
| 8. | Generate gender statistics by undertaking a national survey on special needs | Formal request | Free | Continuous |
| 9. | Provision of information on the development of gender related policies and legal frameworks i.e., Two-thirds Gender rule, Affirmative Action Policy, Women Economic Empowerment Policy, National Care Policy | Formal request | Free | Continuous |
| 10. | Capacity building on women economic empowerment and financial inclusion | Upon application and qualification. | Free | Continuous |
| 11. | Coordination of the Gender Sector Working Groups (GSWG) at the County and National level | None | Free | Continuous |

| No. | Service Rendered/ Delivered | Requirements to Obtain Service | Cost of Service | Timeline |
|-----|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------------------------------------|
| 12. | Response to enquiries/ correspondences | Request through: <ul style="list-style-type: none"> • Written Letters • Email • Walk-in • Telephone calls • Social Media | Free | Within 5 days |
| 13. | Resolution of public Complaints | Written or verbal complaint | Free | Within 14 days |
| 14. | Procurement of goods and services | Tender documents in line with the Procurement Act (2015) and regulations (2020) | Free | Within 30 days |
| 15. | Payment of procured goods and services | <ul style="list-style-type: none"> • Invoice • Delivery notes • Statutory documents and other supporting documents | Free | Within 60 days after inspection and acceptance of goods and services and upon provision of supporting documents |
| 16. | Disposal of absolute assets | Compliance with the terms and conditions and pay | KSh 1,500 | By 30 th June of a financial Year |
| 17. | Inclusive industrial attachment and internship | <ul style="list-style-type: none"> • ID Copy • Letter from the Institution • Insurance cover | Free | Continuous |

WE ARE COMMITED 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 and Affirmative Action
4th Floor, Telposta Towers
P.O. Box 29966 -00100, Nairobi

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: 020-221 6500
Email: complaints@gender.go.ke
Website: www.gender.go.ke

Telephone: +254 (0) 20 2270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO