



REPUBLIC OF KENYA

MINISTRY OF PUBLIC SERVICE, GENDER, SENIOR CITIZENS AFFAIRS AND SPECIAL PROGRAMMES STATE DEPARTMENT FOR GENDER

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 RENDERED	CLIENTS REQUIREMENTS	USER CHARGES	TIMELINES
1.	Capacity building on gender mainstreaming, gender policy and research, Anti-Gender Based Violence and Socio-economic empowerment	Formal request to the Principal Secretary	Free	Continuous
2.	Rescue and referral for GBV survivors	Call to helpline 1195	Free	Immediately
3.	Technical engagement of staff in Gender related taskforces and working groups	Formal request	Free	Within 14 days
4.	Dissemination of gender related publications	Formal request	Free	Within 14 days
5.	Use of the National Gender and Research Documentation Centre(NGRDC) for research purposes	Access virtual link services	Free	Continuous
6.	Access to gender related information	Formal request to the Principal Secretary	Free	Within 14 days
7.	Collaboration with stakeholders on gender related issues	Formal request to the Principal Secretary	Free	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

Any service rendered that does not conform 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: 0202 216 500
Email: psgenderaffairs@gmail.com

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) 202270000 / 2303000

HUDUMA BORA HAKI YAKO