



REPUBLIC OF KENYA
STATE DEPARTMENT FOR DEVOLUTION
PRINCIPAL SECRETARY
CITIZEN'S SERVICE DELIVERY CHARTER
Vision Statement: Excellence in Management of Devolution

Mission Statement: “To Provide Leadership and Policy Direction in the Management of Devolution and Special Programs for High Quality Life”

Core Values: (i) *Honesty & Integrity*; (ii) *Professionalism and Ethical Practice*; (iii) *Equity and Equality*; (iv) *Teamwork and Passion for Results* (v) *Innovativeness and Creativity*; (vi) *Communication*; (vii) *Commitment to Customer Centered Service*; (viii) *Mutual Respect and Objectivity*; (ix) *Participatory Approach and Inclusiveness*; and (x) *Accountability and Transparency*.

	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Co-convene the Devolution Conference	Formal communication on the venue, date and support required	NIL	Within three (3) months
2.	Follow-up Implementation of Summit/Sector Resolutions Forum	Resolutions	NIL	Within 5 days on receipt of the Resolution
3.	Issue letters of clearance to County Staff travelling outside the Country	Letters of request containing evidence of budgetary - provision/scholarship award and relevance of the travel to the County Invitation letters	NIL	5 working days
4.	Respond and provide	Communication/Report on the dispute;	NIL	Continuous

	guidance on inter-governmental disputes			
5.	Response to Parliamentary queries	Receipt of requests or instructions	NIL	-5 working days -A reply would be given for complex issues with expected date of submission
6.	Analytical reports and up to date information on implementation of devolution	Formal request	NIL	Five (5) working days upon receipt of request
7.	Provide policy direction on devolved system of government	Legal requirement	Nil	Continuous
8.	Provide and coordinate capacity building initiatives and necessary technical assistance to counties	Formal letter of request to SDD	NIL	Within 10 working days upon receipt of request for provision and 3 weeks for coordination
9.	Support Civic Education units in counties	Formal letters of request from counties	NIL	Within 10 working days upon receipt of the request
10.	Processing of tenders including preparation of evaluation report	Timely submission of bid documents Timely submission of issued quotations	Nil	<ul style="list-style-type: none"> • Bid opening within same day as closing date • Evaluation committee meeting to be convened within 5 days after close of bidding • Evaluation committee report to be ready within five (5) days after end of evaluation period • Preparation of professional opinion to be done within two (2) days after receipt of evaluation reports
11.	Award of contracts and issuing of LPO/LSO to	Mandatory documents - certificate of registration, valid tax compliance certificate,	NIL	• Professional opinion approved by the PS within 2 days

	winning firm	PIN certificate, AGPO certificate, bid bond, form of tender duly filled and signed		<ul style="list-style-type: none"> • Award letter to winning firm and notification of losing firms to be done within two days after approval of the professional opinion • Contract to be prepared and signed within 14 days after award • LPO/LSO to be prepared and issued within 2 days after approval of the professional opinion immediately after contract signing
12.	Payment of goods and services	Purchase Order IFMIS), Professional Opinion, Invoice, Delivery note, Inspection and acceptance certificate fully signed, S 13, Contract, Acceptance letter after award, Pre and post inspection for vehicle repairs, Necessary approvals for vehicle purchase, Certificate of Business Registration, Price schedule, AGPO Certificate Authority for payment, Quotation, PIN/VAT Compliance, Certificate, EFT details, Goods received in the IFMIS Procurement	NIL	Ten (10) working days
13.	Declaration of vacancies	Hold relevant qualifications Apply for the vacancy Submit application forms	NIL	As is
14.	Processing of Pension and Death gratuity claims	Official documentation. For Pension, the following: 1. 3 current payslips; 2. 3 copies of ID; 3. A copy of an ATM/Bank Card; 4. Declaration of wealth form; 5. Copy of KRA Pin Cert;	NIL	Nine months before retirement for the notice Submit the pension claims four months before exit of the officer

		6. Duly filled & signed Official Secret Act. For death and gratuity claims, the following is required: 1. Original death certificate; 2. Official letter from area chief; 3. Certified copy of ID of the next of kin; 4. Original marriage certificate/affidavit; 5. Copy of ATM/Bank plate of nominee; 6. For minors, original birth certificates and letters from their schools.		
15.	Handling Complaints	Documented complaints	NIL	Continuous
16.	Response to communication (letters and emails)	Receipt of communication (letter and email)	Nil	<ul style="list-style-type: none"> • Acknowledgement of emails within a day. • Within five (5) working days for letters • Within two (2) working days for Emails • For complex issues, will give initial reply of when full response should be expected
17.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"> • Within ten (10) minutes for visitors with appointment • Within twenty (20) minutes for visitors without appointment
18.	Answering incoming calls	Incoming call	Nil	Answer within three (3) rings

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 the commitment to courtesy and excellence in Service Delivery, should be reported to:

The Principal Secretary
State Department for Devolution
Telposta Towers, 6th Floor
P.O. Box.30004-00100
Nairobi
Tel. +254(0)202250645
Email: psdevolution@info.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
Tel : +254 (0)20 2270000/2303000
Email : complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO