



REPUBLIC OF KENYA
MINISTRY OF DEVOLUTION
CABINET 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

Core Values:
Integrity, Professionalism, Equity, Equality, inclusiveness, Customer Centered

	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Provision of Capacity Building and Technical Support to Counties	Receipt of Formal Request	Free	7-30 Working Days
2.	Provide Policy Direction on the Devolved System of Government	Receipt of formal request	Free	7-30 Working Days
3.	Respond to and Provide Guidance on Intergovernmental Issues	Receipt of Formal Request	Free	7-30 Working Days
4.	Issue Letters of Clearance to County Staff Travelling outside the Country	1. Letters of Request containing Budgetary Provision/Scholarship Award and relevance of the travel to the County 2. Invitation Letters	Free	5 working Days
5.	Support Civic Education Units in Counties	Formal Letters of Request from the Counties	Free	7 Working Days
6	Payment of Goods and Services	Submission of Invoice	Free	30 Working Days
7	Response to Public Complaints	Documented Complaints	Free	5 Working days
8	Response to Communication (Letters and Emails)	Receipt of Communication	Free	Within 5 Working Days
9	Answering Incoming Calls	Incoming Calls	Free	Answer within 3 rings

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good 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:

The Cabinet Secretary
Ministry of Devolution
Teleposta Towers 6th floor,
P.O. Box 30004-00100
Nairobi
Tel -020-2227625
Email- cs@devolution.go.ke

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice, 2nd Floor,
Westend 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