

## Ministry of Gender, Culture, The Arts and Heritage

## CITIZENS' SERVICE DELIVERY CHARTER

Our Vision: A society free from gender discrimination and violence that thrives on the foundation of its cultural diversity and heritage

Our Mission: To promote and coordinate gender mainstreaming, the fight against Gender Based Violence, social economic empowerment, preservation of culture, the arts and heritage programmes for sustainable development.

## **Core Values**

- Patriotism
- Accountability
- Professionalism
- Integrity
- Teamwork
- Equality

Vo.	Service Rendered	Requirements to Obtain Service	Fee	Timeline
	Capacity building of the public and private institutions or Gender mainstreaming, Anti-Gender Based Violence and Socio-economic empowerment.		Free	5 days
	Referral of GBV survivors to relevant service providers	Call toll free line-1195	Free	Within 5 minutes
	Disseminate gender policies, treaties, protocols and conventions	Formal request	Free	5 days
•	Provide technical support to stakeholders on gende issues in taskforces and technical working committee	Formal request	Free	Continuous
	Register cultural groups/individuals, associations and agencies	<ul> <li>Filled application form</li> <li>Copy of the groups constitution, minutes and passport size photos of officials</li> <li>Drug samples certificate for traditional medical practitioners from recognized research institutions</li> </ul> Non-Citizen:	Culture and Arts groups - Citizen: Ksh 570 Non-Citizen: Ksh 5,050  Annual renewals Citizen: Ksh 270 Non-Citizen: Ksh 2,050  Replacement of Certificate Citizen: Ksh 650 Non-Citizen: Ksh 6,050	5 days
	Provide music equipment, rehearsal space and music official request ecording facilities for upcoming musicians		Free	5 days
<b>7</b> .	Entry to Archival sections and the Murumbi gallery	Official request	Residents:  Adult Kes 50 Child Kes 20  Non-Resident Adult Kes 200 Child Kes 100  Group visits (maximum of 30 persons per	Immediate  3 days
			group) Kes 5,000/=	3 days
3.	Issuance of research permits for preserved archival records	Official request	<ul> <li>Students (Diploma and below)-Kes.100</li> <li>Undergraduate -Kes. 200/=</li> <li>Adults, masters and PhD students -Kes. 500</li> <li>Non-citizens -Kes. 1,500/=</li> </ul>	30 Minutes
	Response to phone calls (landline or any other official landline	Phone call	free	15 seconds
ე.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
11.	Response to enquiries/ correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (twitter, Facebook and YouTube)	Free	1 working day
	Response to public complaints and grievances	Make a complaint	Free	1 working day
	Registration of suppliers	Make a verbal or written complaint  -Dully filled application form, - company profile, -certificate of incorporation /registration -pin certificate  -valid tax compliance certificate /exemptions -original bank statement - copy of certificate of registration with relevant regulatory bodies -non-refundable fee payement receipt - copies of annual return forms filled by company registry -national ld or passport	Free	14 working days  14 working days
15.	Processing of tenders	Submit bids for goods and services	Free	90 days
	Notification of successful and unsuccessful bidders	Access to E-procurement portal for notification	Free	1 working day
7.	Payment for goods and services received	L.P.O/Invoice /Certificate of completion/Goods/Services received	Free	60 days from the date of receipt the invoice
	Disposal of Obsolete stores	Submission of bids	Free	60 days from the date of advertisement
	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
0.	Recruitment of staff	Make formal application based on the advert	Free	90 days

## WE ARE COMMITED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

21. Processing of request for information

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:

Free

**CABINET SECRETARY** 

Make a request for information

Ministry of Gender, Culture, The Arts and Heritage Kenya National Library Service (KNLS) P.O. Box 30221 -00100 Nairobi **Telephone**: +254-0202216500 Email: info@migecah.go.ke

**The Commission Secretary / Chief Executive Officer** Commission on Administrative Justice, 2<sup>nd</sup> Floor West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414 - 00200 Nairobi. **Telephone:** +254 (0) 20 2270000/2303000 Email: complain@ombudsman.go.ke

21 days