



# Ministry of Gender, Culture, the Arts and Heritage

## 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;

- Equality • Diversity and inclusion • Non-discrimination • Professionalism
- Respect and courtesy to our clients • Teamwork • Integrity • Accountability and transparency • Innovation

No.	Service Rendered	Requirements to Obtain Service	Fee	Time/ Duration
1.	Sensitization of communities and other stakeholders on Female Genital Mutilation and Sexual & Gender Based Violence	None/ Upon request	Free	Continuous
2.	Distribution of Sanitary Towels to school going girls and the vulnerable	None	Free	Continuous
3.	Referral of GBV survivors to relevant service providers	None	Free	Immediately
4.	Sensitize gender mainstreaming in Ministries, Departments, Counties and Agencies	Formal request	Free	Continuous
5.	Promoting capacity building programmes on entrepreneurship development, including 30% public procurement opportunities for women, Youth and persons with Disabilities at the National and County Level (AGPO)	None	Free	Continuous
6.	Disseminating information on gender policies, treaties, protocols and conventions	Formal request	Free	Continuous
7.	Provide structured technical support to stakeholders for implementing community based Anti-GBV and Gender Equality and Women Empowerment programmes	Formal request	Free	Continuous
8.	Support development and review of gender related policies and legislation in MDCAs	Formal request	Free	Continuous
9.	Response to enquiries/ correspondences	Request through: <ul style="list-style-type: none"> <li>• Written Letters</li> <li>• Email</li> <li>• Walk-in</li> <li>• Telephone calls</li> <li>• Social Media</li> </ul>	Free	1-2 weeks 3-5 days Immediately Immediately 24 hours
10.	Resolutions of complaints	Make a verbal or written complaint	Free	14 working days
11.	Registration of suppliers	<ul style="list-style-type: none"> <li>• Duly filled application form</li> <li>• Company profile</li> <li>• Pin Certificate</li> <li>• Valid Tax Compliance Certificate/Exemptions</li> <li>• Original Bank Statement</li> <li>• Copy of Certificate of registration with relevant regulatory bodies</li> <li>• Non refundable fee payment receipts</li> <li>• Copies of annual return forms filed by company registry</li> <li>• National ID/Passport</li> </ul>	Free	14 working days
12.	Processing of tenders	<ul style="list-style-type: none"> <li>• Submit bids for good and services</li> </ul>	Fee depends on size of the tender	90 days
13.	Notification of successful and unsuccessful bidders	<ul style="list-style-type: none"> <li>• Access to E-procurement portal for notification</li> </ul>	Free	1 working day
14.	Payment for goods and services received	<ul style="list-style-type: none"> <li>• L.P.O/Invoice Certificate of completion/Goods/ Services received</li> </ul>	Free	60 days from the date of receipt the invoice
15.	Disposal of Obsolete assets	<ul style="list-style-type: none"> <li>• Submission of bids</li> </ul>	KSh. 1,000 to purchase catalogue Refundable fee ranging between 1,000 and 30,000 depending on size of good being bought	60 days from the date of advertisement
16.	Public participation in policy-making process	<ul style="list-style-type: none"> <li>• Familiarization with issues and active participation</li> </ul>	Free	1 day
17.	Recruitment of staff	<ul style="list-style-type: none"> <li>• Make formal application based on the advert</li> </ul>	Free	90 days

#### WE ARE COMMITTED 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  
Telephone: 020-2216500  
Email: [complaints@gender.go.ke](mailto:complaints@gender.go.ke) | Website: [www.gender.go.ke](http://www.gender.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.  
Telephone: +254 (0) 20 2270000/2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)