



MINISTRY OF PUBLIC SERVICE, HUMAN CAPITAL DEVELOPMENT AND SPECIAL PROGRAMMES

STATE DEPARTMENT FOR SPECIAL PROGRAMMES

CITIZEN SERVICE DELIVERY CHARTER

Vision

A safe and resilient nation with effective disaster risk management

Mission

To safeguard lives and livelihoods through coordinated disaster risk management, humanitarian assistance, and community resilience.

Core Values

Professionalism, Accountability, Integrity, Inclusivity and Compassion.

No.	Service/Good	Requirements to obtain service/good	Cost of service/good (if any)	Timeline
1.	Response to phone calls	Phone calls	Free	Within the first three 3 rings
2.	Response to enquiry by walk-in clients	Walk in and make enquiry	Free	Within three (3) minutes
3.	Response to correspondence	Written correspondence (Letters/Email)	Free	5 Working days
		Social media (X, Facebook e.t.c)	Free	-Acknowledgement within one (1) working day -Detailed response within 5 Working days
4.	Response to public complaints and grievances	File a complaint	Free	1 Working Day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
6.	Public Information Dissemination	Access information Via verified sources	Free	Promptly
7.	Registration of suppliers	Adherence to requirements as stipulated in the Public Procurement and Disposal Act. 2015	Free	14 Working days

8.	Processing of tenders	Submit bids for goods and services	Free	90 Working days
9.	Notification for successful and unsuccessful bidders	Wait for formal notification	Free	Immediately after completion of tendering process
10.	Payment of goods, Works and services received	<ul style="list-style-type: none"> ● Copy of the L.P.O/L.S.O. ● Invoice, Delivery Note. ● Good/Services Received, ● Certificate of Completion for works. ● Any other document that may be required. 	Free	60 Working days from the date of receipt of the invoice
11.	Disposal of obsolete, unserviceable and surplus stores	<ul style="list-style-type: none"> ● Submission of bids ● Official request by other public entities 	Free	60 days from the date of advertisement
12.	Disaster Monitoring and Issuance of Early Warning and Alerts	Check Advisories via mainstream and social media	Free	Continuous 24/7 operation
13.	Post disaster support	Participate in post disaster needs assessment and Community-based validation	Free	Immediately after a disaster
14.	Relief and humanitarian response on emergencies	Cooperation from the beneficiaries	Free	Immediate
15.	Provision of relief assistance upon formal requests	Justifiable requests for relief assistance to the PS	Free	Within 7 days
16.	Community projects funding for resilience	Community participation in project identification and Development	Free	6 to 12 months
17.	Partnership and Collaboration for Disaster Risk Management	Formal request for partnership to the PS	Free	Immediate

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

To enable us improve on quality of our service delivery, any correspondences/complaints and enquiries may be directed to the following contacts:

<p>The Principal Secretary State Department for Special Programmes P.O Box 40213-00100 Nairobi Email: info@specialprogrammes.go.ke Toll Free for Emergency:0800721571 Website: www.specialprogrammes.go.ke</p>	<p>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: feedback@ombudsman.go.ke</p>
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