



REPUBLIC OF KENYA
STATE DEPARTMENT FOR DEVOLUTION
PRINCIPAL SECRETARY
CITIZEN'S SERVICE DELIVERY CHARTER

Vision

“Accountable Devolution; Accountable Service Delivery”

Mission

“Enhance service delivery to citizens through effective management of devolution, coordination of intergovernmental relations, capacity building and technical support to county governments”

Core Values

- i. Good governance
- ii. Teamwork
- iii. Time Management
- iv. The rule of law Competence and professionalism

	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	FREE	Within three (3) months
2.	Follow-up Implementation of Summit/Sector Resolutions Forum	Resolutions	FREE	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	FREE	5 working days

4.	Respond and provide	Communication/Report on the dispute;	FREE	Continuous
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	guidance on inter-governmental disputes			
5.	Response to Parliamentary queries	Receipt of requests or instructions	FREE	-5 working days / within the stipulated timelines
6.	Analytical reports and up to date information on implementation of devolution	Formal request	FREE	Five (5) working days upon receipt of request
7.	Provide policy direction on devolved system of government	Legal requirement	FREE	Continuous
8.	Provide and coordinate capacity building initiatives and necessary technical assistance to counties	Formal letter of request to the Principal Secretary, State Department for Devolution	FREE	30 working days
9.	Support Civic Education units in counties	Formal letters of request from counties	FREE	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	FREE	30 working days
11.	Award of contracts and issuing of LPO/LSO to	Mandatory documents - certificate of registration, valid tax compliance certificate,	FREE	20 working days

	winning firm	PIN certificate, AGPO certificate, bid bond, form of tender duly filled and signed		
12.	Processing 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	FREE	Ten (10) working days
13.	Declaration of vacancies	Hold relevant qualifications Apply for the vacancy Submit application forms	FREE	As specified in the advertisement
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;	FREE	Nine months before retirement for the notice Submit the pension claims four months before the exit of the officer

		<p>6. Duly filled & signed Official Secret Act. For death and gratuity claims, the following is required:</p> <ol style="list-style-type: none"> 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 the nominee; 6. For minors, original birth certificates and letters from their schools. 		
15.	Registration and resolution of complaints	Documented complaints	FREE	Continuous
16.	Response to enquiries/ correspondences (letters and emails)	Receipt of letters, emails and other correspondences	FREE	5 working days / as per the stipulated timeline
17.	Attending to visitors at the front office	Avail valid identification documents (ID, Passport, Driving License)	FREE	<ul style="list-style-type: none"> • Handling the visitors with courtesy within 5 minutes
18.	Answering incoming calls	Incoming call	FREE	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: complaints@devolution.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

YOU HAVE A RIGHT TO EXCELLENT SERVICE.