



MINISTRY OF GENDER, CULTURE AND CHILDRENS SERVICES

REPUBLIC OF KENYA

CITIZENS' SERVICE DELIVERY CHARTER

Vision

A society where gender equality, children rights, cultural and national heritage are realized for sustainable development

Mission

To coordinate and promote gender equality, child protection, cultural and national heritage for socioeconomic development

Core Values

1. Integrity
2. Teamwork
3. Equality and equity
4. Child Friendliness
5. Trust and Confidentiality
6. Patriotism
7. Innovation

S/No.	Service/ Good	Requirements to Obtain Service/Good	Cost Service/Good (if any)	Timeline
1.	Sensitization of communities and other stakeholders on Female Genital Mutilation and Sexual & Gender Based Violence	None	Free	Continuous

S/No.	Service/ Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
2.	Sensitize gender mainstreaming in Ministries, Departments, Counties and Agencies	Formal request	Free	Continuous
3.	Disseminating information on gender policies, treaties, protocols and conventions	Formal request	Free	Continuous
4.	Referral of GBV survivors to relevant service providers	None	Free	Immediately
5.	Register cultural groups/individuals, associations and agencies	Citizen: <ul style="list-style-type: none"> • Filled application form • Copy of the group's constitution, minutes and passport size photos of officials • Drug samples certificate for traditional medical practitioners from recognized research institutions 	Culture and Arts groups Ksh 570 Annual renewals Ksh 270 Replacement of Certificate Ksh. 650	5 days
		Non-Citizen: In addition to the requirements for citizens, noncitizens are required to submit Work permit and certificate of incorporation.	Culture and Arts groups Ksh 5,050 Annual renewals Ksh 2,050 Replacement of Certificate	5 days

S/No.	Service/ Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
			Ksh 6050	
6.	Provide music equipment for upcoming musicians	Official request	Kes 2000	5 days
7.	Entry to Archival sections and the Murumbi gallery	Official request made through E-citizen. Charges do not include convenience fee	Residents: <ul style="list-style-type: none"> • Adult Kes 50 • Children & students Kes 20 	Immediate
			Non-Resident <ul style="list-style-type: none"> • Adult Kes 200 • Child Kes 100 	Immediate

S/No.	Service/ Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
			Group visits up to 30 persons per group Kes 5,000/= 30 - 90 per group Kes 10,000/= Above 90 per group Kes 15,000/=	Immediate
8.	Issuance of research permits for preserved archival records for one year.	Official request made through E-citizen. Charges do not include convenience fee	<ul style="list-style-type: none"> Students & citizens Kes 2,500/= Non-citizens - Kes. 5,000/= 	30 Minutes
9.	Response to Children Rights' violations cases	Walk in person, Call Mobile 116, Letters, Emails	<ul style="list-style-type: none"> Free 	20 Minutes
10.	Foster Care and Kafaala Services	Provide relevant information and support documents	<ul style="list-style-type: none"> Free 	14 Working Days
11.	Child placement in place of Safety	Provide relevant information and support documents where necessary	<ul style="list-style-type: none"> Free 	1 Working Day
12.	Administration and management of Orphans and Vulnerable Children Cash Transfer Programme	As per the cash transfer guidelines	<ul style="list-style-type: none"> Free 	Continuous

S/No.	Service/ Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
13.	Response to enquiries/ correspondences	Request through:		
		• Written Letters		
		• Email	30 - 90 per group Kes 10,000/=	3 days
			Above 90 per group Kes 15,000/=	
		• Social media	Free	24 hours
	• Telephone calls	Free	Immediately	
	• Walk-in	Free	Immediately	
14.	Public participation in policy-making process	Familiarization with issues and active participation	Free	14 working days
15.	Resolutions of complaints	Make a verbal or written complaint	Free	14 working days
16.	Registration of suppliers through the e- government procurement.	<ul style="list-style-type: none"> • Duly filled application form • Company profile • Pin Certificate • Valid Tax Compliance Certificate/Exemptions • Original Bank Statement • Copy of Certificate of registration with relevant regulatory bodies 	Free	14 working days

S/No.	Service/ Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
		<ul style="list-style-type: none"> • Non-refundable fee payment receipts • Copies of annual return forms filed by company registry • National ID/Passport 		
17.	Processing of tenders	Submit bids for good and services through the Electronic Government Procurement portal	Fee depends on size of the tender	90 days
18.	Notification of successful and unsuccessful bidders	Access to E-procurement portal for notification	Free	1 working day
19.	Payment for goods and services received	Through the Electronic government procurement portal	Free	60 days from the date of receipt the invoice
20.	Disposal of Obsolete assets	<ul style="list-style-type: none"> • Submission of bids 	Free	60 days from the date of advertisement
21.	Recruitment of staff	<ul style="list-style-type: none"> • Make formal application based on the advert 	Free	90 days
22.	Processing of request for information	make a request for information	Free	21 days

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 both of the following:

CABINET SECRETARY

Ministry of Gender, Culture and Children's Services

The Commission Secretary / Chief Executive Officer

Commission on Administrative Justice, 2nd Floor

Kenya National Library Service (KNLS)
P.O. Box 30221 -00100 Nairobi
Telephone: +254-0202216500
Email: info@migecah.go.ke
Website: www.migecah.go.ke

West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414 – 00200 Nairobi.
Telephone: +254 (0) 20 2270000/2303000
Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO