



# MINISTRY OF GENDER, CULTURE AND CHILDREN'S SERVICES

## CITIZENS' SERVICE DELIVERY CHARTER

### Our Vision

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

### Our Vision

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

### Core Values

We are guided by National Values as championed by the Constitution of Kenya, 2010. They include:

- Integrity
- Teamwork
- Equality and equity
- Child Friendliness
- Trust and Confidentiality
- Patriotism
- Innovation

S/No.	Service/ Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Sensitization of communities and other stakeholders on Female Genital Mutilation and Sexual & Gender Based Violence	None	Free	Continuous
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	<b>Citizen:</b> <ul style="list-style-type: none"> <li>▪ Filled application form</li> <li>▪ Copy of the group's constitution, minutes and passport-size photos of officials.</li> <li>▪ Drug samples</li> <li>▪ certificate for traditional medical practitioners research institutions from recognized</li> </ul>	<b>Culture and Arts groups</b> Ksh 570 <b>Annual renewals</b> Ksh 270 <b>Replacement of Certificate</b> Ksh. 650	5 days
		<b>Non-Citizen:</b> In addition to the requirements for citizens, noncitizens are required to submit Work permit and certificate of incorporation.	<b>Culture and Arts groups</b> Ksh 5,050 <b>Annual renewals</b> Ksh 2,050 <b>Replacement of Certificate</b> Ksh 6050	5 days
6.	Provide music equipment for upcoming musicians	Official request	Ksh 2000	5 days
7.	Entry to Archival sections and the Murumbi gallery	Official request made through E-citizen. Charges do not include a convenience fee	<b>Residents:</b> <ul style="list-style-type: none"> <li>▪ Adult Ksh 50</li> <li>▪ Children &amp; students Ksh 20</li> </ul>	Immediate
			<b>Non-Resident</b> <ul style="list-style-type: none"> <li>▪ Adult Ksh 200</li> <li>▪ Child Ksh 100</li> </ul>	Immediate
			<b>Group visits</b> up to 30 persons per group Ksh 5,000/= 30 - 90 per group Ksh 10,000/= Above 90 per group Ksh 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"> <li>▪ Students &amp; citizens Ksh 2,500/=</li> <li>▪ Non-citizens - Ksh. 5,000/=</li> </ul>	30 Minutes
9.	Response to Children Rights' violations cases	Walk in person	Free	20 Minutes
		Emails	Free	24 Hours
		Call Mobile 116	Free	Immediately
		Letters	Free	3 Working days
10.	Foster Care and Kafaala Services	Provide relevant information and support documents	Free	14 Working days
11.	Child placement in place of Safety	Provide relevant information and support documents where necessary	Free	1 Working day
12.	Administration and management of Orphans and Vulnerable Children Cash Transfer Programme	As per the cash transfer guidelines	Free	Continuous
13.	Response to enquiries/ correspondences	Written Letters	Free	3 Working days
		Email and Social media (Twitter, Facebook & You Tube)	Free	1 Working day
		Telephone calls	Free	Immediately
		Walk-in and make the inquiry	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"> <li>▪ Duly filled application form</li> <li>▪ Company profile</li> <li>▪ Pin Certificate</li> <li>▪ Valid Tax Compliance Certificate/Exemptions</li> </ul>	Free	14 working days
		<ul style="list-style-type: none"> <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>		
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	Submission of bids	Free	60 days from the date of advertisement
21.	Recruitment of staff	Make formal application based on the advert	Free	90 days
22.	Processing of request for information	Make a request for information	Free	21 days

For enquiries please call:

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HUDUMA BORA NI HAKI YAKO