



REPUBLIC OF KENYA

MINISTRY OF GENDER, CULTURE AND CHILDREN SERVICES

STATE DEPARTMENT FOR CHILDREN SERVICES

CITIZENS' SERVICE DELIVERY CHARTER

Vision

A society where every child, family, and vulnerable group enjoys protection, dignity, equal opportunities, and a high quality of life within a safe and supportive environment.

Mission

To promote and safeguard the rights and welfare of children, strengthen families as the foundation of society, and protect vulnerable groups through effective policies, inclusive programmes, coordinated services, and partnerships that uphold human dignity, equity, and justice

Core Values

1. Child Friendliness;
2. Quality Service;
3. Impartiality and Non-Discrimination;

4. Trust and Confidentiality
5. Inclusivity
6. Human dignity
7. Sensitivity to vulnerable groups

S/NO.	SERVICE/GOODS	CUSTOMER REQUIREMENT(S) TO OBTAIN THE SERVICE/GOODS	COST OF SERVICE/GOODS	TIMELINE
1.	Response to Children Rights' violations cases	Call Mobile 116	Free	Immediately
		Emails	Free	20 Minutes
		Walk in person	Free	20 Minutes
		Letters	Free	24 hours
2.	Case Assessment and Planning	Child presented or represented by Parent/Caregiver	Free	1 Working Day
3.	Child Rescue	Provide relevant information and support documents where necessary	Free	1 Working Day
4.	Child placement in places of Safety	Provide relevant information and support documents where necessary	Free	1 Working Day
5.	Family Tracing and Reunification	Provide relevant information and support documents where necessary	Free	14 Working Days
6.	Home Visits and Family Assessments	Provide relevant information and support documents where necessary	Free	5 Working Days
7.	Preparation of Care and Protection Reports	Provide relevant information and support documents where necessary	Free	7 Working Days
8.	Preparation and filing of Child Assessment Reports to Courts	Provide relevant information and support documents where necessary	Free	2 Working Days

9.	Confirmation of Vacancies for Children to be placed in Statutory Children Institutions	Provide relevant information and support documents where necessary (Birth Certificates, age assessment, school reports)	Free	1 Working Day
10.	Escorting of Committed Children to Reception and Classification Centres	Provide relevant information and support documents where necessary (Birth Certificates, age assessment, school reports)	Free	7 Working Days
11.	Case and family Conferencing	Provide relevant information and support documents where necessary	Free	21 Days
12.	Preparation of Environmental Adjustment Reports	Provide relevant information and support documents where necessary	Free	21 Days
13.	Child Reintegration after completion of placement period	Receive the Child where applicable, cooperate with the process and provide all needed support to the child	Free	Immediate
14.	Submission of Adoption Reports to the High Court	Court Order	Free	45 Days
15.	Foster Care Services	Provide relevant information and support documents	Free	14 Working Days
16.	Kafaala Services	Provide relevant information and support documents	Free	14 Working Days
17.	Clearance for foreign travel for Children unaccompanied by parents or legal guardians	Provide relevant information and support documents	Free	7 Days

18.	Administration and management of Orphans and Vulnerable Children Cash Transfer Programme	As per the cash transfer guidelines	Free	Continuous
19.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 Seconds
20.	Response to Walk-in clients	Walk-in and make the enquiry	Free	1 Minute
21.	Response to correspondence	Written correspondence (Letters)	Free	5 Working Days
		Email and social media (Twitter, Facebook)	Free	1 Working Day
22.	Response to public complaints and grievances	Make a complaint	Free	1 Working Day
23.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working Days
24.	Registration of Suppliers	Adherence to requirements as stipulated in the Public Procurement and Disposal Act. 2015	Free	14 Working Days
25.	Processing of Tenders	Submit bids for goods and services	Free	90 Working Days
26.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working Day
27.	Payment for goods and services received	L.P.O /L.S.O/Invoice/Delivery Note Certificate of Completion of	Free	60 Days from the date of receipt of the invoice

		works/Valid KRA PIN Certificate and Tax compliance certificates		
28.	Disposal of obsolete unserviceable and surplus stores	Submission of bids	Free	60 Working Days from the date of receipt of the advertisement
29.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 Working Day
30.	Recruitment of staff	Make formal application based on the advert	Free	90 Working 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:

The Principal Secretary

State Department for Children Services
 Bishops Road
 Social Security House
 Western Wing Block 'A', 15th Floor
 P.O. Box 40326-00100 NAIROBI
 +254 (020)2729800;
<https://www.childrengservices.go.ke>
[Email: ps@childrengservices.go.ke](mailto:ps@childrengservices.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: feedback@ombudsman.go.ke](mailto:feedback@ombudsman.go.ke)

HUDUMA BORA NI HAKI YAKO