



REPUBLIC OF KENYA

THE NATIONAL TREASURY AND PLANNING

CITIZENS' SERVICE DELIVERY CHARTER

No.	Service	Requirements to obtain the service	Cost of service	Timeline
1	Response to verbal enquiries (Reception desk)	Specify the enquiry	Free	Five Minutes
	Response to phone calls (Landline or any other official line)	None	Free	Three Rings
	Response to written correspondence	Email	Free	One Day
		Social Media (Twitter, Facebook and YouTube)	Free	One Day
		Letter/Fax	Free	Seven Days
2	Resolution of complaint(s) and feedback	Specific details and disclosure of identity where necessary	Free	Seven Days
3	Processing and payment of retirement benefits	<ul style="list-style-type: none"> Appointment, confirmation and retirement letters Certified copy of ID Bank details form and copy of bank plate Income tax clearance Death certificate where applicable 	Free	90 Days
4	Provision of IFMIS Numbers to suppliers	Supplier to register in the IFMIS Supplier Portal	Free	One Day
5	Processing of payments to suppliers	<ul style="list-style-type: none"> Invoice, Purchase Orders, Delivery documents Valid KRA Pin certificate and VAT/Tax compliance certificates Any other document that may be required 	Free	30 Days
6	Preparation, reviewing and dissemination of National Development Plans	Public Participation	Free	Continuous
7	Tracking implementation of the Medium-Term Plans (MTPs) of the Kenya Vision 2030 and National Budget through preparation of Progress Reports and Public Expenditure Reports (PERs)	Public Participation	Free	Annually
8	Preparation, submission and presentation of Budget Estimates.	Public Participation	Free	By 30 th April every financial year
9	Preparation, submission and presentation of other budget documents to the National Assembly	Public Participation	Free	By the last Thursday before 19 th June of every Financial Year
10	Provision of financial and technical support to Ministries, Departments, Agencies and Counties (MDACs) in the preparation and implementation of development projects.	<ul style="list-style-type: none"> Submission of Project Concept Paper/Project Proposal(s) Submission of a Feasibility Study Cabinet approval where applicable 	Free	90 Days
11	Registration of disadvantaged groups enterprises under the Access to Government Procurement Opportunities (AGPO) programme.	Online application at https://ww.agpo.go.ke or a visit to Huduma Centre AGPO desk	Free	One Day

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:

Cabinet Secretary
The National Treasury and Planning
 14th Floor, Treasury Building, Harambee Avenue, Nairobi
 P.O Box 30007-00100, Nairobi.
 Tel: +254 02-2252299
 Fax: +254 02-2252299
 Email: cabinetsecretary@treasury.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: +254 020 2270000/2303000
 Email: complain@ombudsman.go.ke

EXCELLENT SERVICE IS YOUR RIGHT