



# KENYA SCHOOL OF GOVERNMENT

Empowering the Public Service

## CITIZEN SERVICE DELIVERY CHARTER

**Our Vision:** Excellence in Public Service Capacity Development

**Our Mission:** To build capacity of the Public Service by developing core, managerial and leadership competencies for quality public service

SERVICE	REQUIREMENT	USER CHARGES	TIMELINE
<b>ADMINISTRATION SERVICES</b>			
1. Attending to visitors	<ul style="list-style-type: none"> <li>Information request</li> <li>Compliance with Covid-19 protocols</li> </ul>	Free	Three (3) minutes
2. Response to enquiries/correspondence	Formal request through an appropriate channel:	Free	Three (3) days
	<ul style="list-style-type: none"> <li>Letters</li> </ul>		Immediately
	<ul style="list-style-type: none"> <li>Telephone calls</li> </ul>		Immediately
	<ul style="list-style-type: none"> <li>Customer care desk</li> </ul>		24 hours
	<ul style="list-style-type: none"> <li>E-mail</li> <li>Social media</li> </ul>		24 hours
3. Procurement of goods and services	Tender documents in compliance with the Procurement and Disposal Act and other Regulations	<ul style="list-style-type: none"> <li>Free (If accessed online)</li> <li>Kshs. 1,000 (If picked from the School)</li> </ul>	30 days from the date of opening
4. Payment of suppliers for goods and services	Supporting documents such as invoices, delivery notes and approved contract	Free	Upon provision of all supporting documents
5. Recruitment	Response to an advertisement	Free	Six (6) months
<b>ACADEMIC SERVICES</b>			
6. Training (In-person and online)	<ul style="list-style-type: none"> <li>Formal request/application</li> <li>Full payment of tuition fee</li> </ul>	Depending on the program	One (1) week Two (2) weeks Three (3) weeks Four (4) weeks Six (6) weeks Seven (7) months Eight (8) months 16 months Two (2) years

	SERVICE	REQUIREMENT	USER CHARGES	TIMELINE
7.	Research	<ul style="list-style-type: none"> <li>Formal request</li> <li>Remittance of research fees</li> </ul>	Depending on client request	As per the contract
8.	Consultancy	<ul style="list-style-type: none"> <li>Formal Request</li> <li>Remittance of Consultancy fees</li> </ul>	Depending on client request	As per the contract

#### HOSPITALITY SERVICES

9.	Conferencing facilities	<ul style="list-style-type: none"> <li>Formal request</li> <li>Remittance of conference charges</li> </ul>	KSh. 2,000 to 3,500 per person per day	As per client request
10.	Accommodation	<ul style="list-style-type: none"> <li>Formal request</li> <li>Remittance of accommodation charges</li> </ul>	KSh. 3,000 - 10,500 per person per day	As per client request

#### ICT SERVICES

11.	Printing, binding and photocopying	<ul style="list-style-type: none"> <li>Formal request</li> <li>Payment for service</li> </ul>	Depending on client request	As per client request
12.	Video-conferencing	<ul style="list-style-type: none"> <li>Formal request</li> <li>Remittance of video-conferencing charges</li> </ul>	Depending on client request	As per client request

We are committed to provide services in a fair, transparent, accountable, timely, and efficient manner. Any service that does not conform to the standards of this Charter should be reported to:

Director General  
 Kenya School of Government  
 P.O Box 23030-00604, Lower Kabete,  
 Nairobi - Kenya  
 Telephone: (254-020) 4015000  
 Email: [directorgeneral@ksg.ac.ke](mailto:directorgeneral@ksg.ac.ke)  
[complaints@ksg.ac.ke](mailto:complaints@ksg.ac.ke)  
 Website: [www.ksg.ac.ke](http://www.ksg.ac.ke)

OR

Commission on Administrative Justice  
 West End Towers, 2<sup>nd</sup> Flr, Waiyaki Way, Westlands  
 Tel: (254-20) 2270000  
 Email: [certificationpv@ombudsman.go.ke](mailto:certificationpv@ombudsman.go.ke)  
 Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

**KSG is ISO 9001: 2015 Certified**