



# KENYA SCHOOL OF GOVERNMENT

Empowering the Public Service

## CITIZEN SERVICE DELIVERY CHARTER

### Our Vision:

Excellence in Public Service Capacity Development

### Our Mission:

To provide training, consultancy and research services to inform public policy, contribute to national development, and promote high standards of competence, and integrity in the Public Service

SERVICE	REQUIREMENT	USER CHARGES	TIMELINE
<b>ADMINISTRATION SERVICES</b>			
1. Attending to visitors	Information request	Free	Three (3) minutes
2. Response to enquiries correspondence	Formal request through appropriate channel:	Free	Three (3) days
	• Letters		Immediately
	• Telephone calls		Immediately
	• Customer care desk		24 hours
	• Email		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>	Award within prescribed tender validity period
4. Payment of suppliers for goods and services	Supporting documents such as invoices, delivery notes and approved contracts	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	Formal request application Full payment of tuition fees	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 Two (2) years
7. Research	Formal request Remittance of research fees	Depending on client request	As per signed contract
8. Consultancy	Formal request Remittance of consultancy fees	Depending on client request	As per signed contract
<b>HOSPITALITY SERVICES</b>			
9. Conferencing facilities	Formal request Remittance of conference charges	Kshs. 3,596 to 5,568 per person per day	As per client request
10. Accommodation	Formal request Remittance of accommodation charges	Kshs. 4,000 to 6,000 per person per day	As per client request
<b>ICT SERVICES</b>			
11. Printing, binding and photocopy	Formal request Payment for service	Depending on client request	As per client request
12. Video conferencing	Formal request Remittance of video-conference charges	Depending on client request	As per client request
<b>LIBRARY SERVICES</b>			
13. Registration of library users	Management authorization, participants tags	Free	Immediately
14. Access and use of information resources	Membership to the library	Free	Immediately

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)

**Commission on Administrative Justice**  
 West End Towers, 2nd floor, Westlands  
 Telephone: (254-020) 2270000  
 Email: [certificationpc@gmail.com](mailto:certificationpc@gmail.com)  
[certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke)  
 Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

KSG is ISO 9001:2015 Certified