



## CITIZEN'S SERVICE DELIVERY CHARTER

**VISION:** An Empowered Digital Kenyan Society

**MISSION:** To Facilitate Kenya's Economic Transformation by Leveraging on ICT for Competitiveness and Sustainable Development

**WE COMMIT TO PROVIDE QUALITY SERVICES WITH COURTESY THAT MEET AND EXCEED EXPECTATIONS OF OUR CLIENTS IN THE FOLLOWING AREAS:**

NO.	SERVICE(S) RENDERED	CLIENTS REQUIREMENT	CHARGES	TIMELINE
1	CUSTOMER CARE Answering incoming telephone calls  Attending to customers  Responding to mails, Correspondence to other organizations, actions, individuals	Call the switchboard Visit the MIC&DE offices  Provide accurate addresses and visit the ministry's website (ict.go.ke) Provide accurate addresses and visit the ministry's website (ict.go.ke) Twitter; MoICTKenya Facebook; Ministry of Information, Communications & The Digital Economy KE	Free  Free  Free	30 seconds  Immediately  Within five working day
2	Handling of complaints from the public (acknowledging with preliminary responses)	Lodge a formal complaint with relevant details.	Free	Up to 2 weeks.
3	Website updating (Information from Ministry's Departments, State Agencies, relevant information)	Visiting our website(ict.go.ke) Initiate policy issues/gaps	Free	Within 24 hours.
4	Notifying both unsuccessful and successful bidders on the outcome of their tenders and professional opinions approved by the Principal Secretaries.	Participating in bids	Free	2 working days for notification
5	Merchant payments	Providing invoices, delivery notes, copies. LPO/LSO subject to availability of all supporting documents	Free	5 working days subject to availability of funds and no systems interruptions
6	Developing and reviewing policies, legal, Regulatory and Institutional Frameworks to facilitate growth and development in ICT&DE	Initiate policy issues/gaps	Free	Up to 3years
7	Facilitating development of an affordable world class ICT infrastructure	Raise formal request Participation by beneficiaries/stakeholders	Free for public projects Cost-sharing where applicable	Up to 3years
8	Fostering development of ICT applications and innovations	Raise formal request Participation by beneficiaries/stakeholders	Free for public projects Cost-sharing where applicable	Duration of works
9	Building capacity in ICT and mass media for enhanced performance and service delivery	Request for training capacity building forums	Cost-sharing	Within 3 weeks after request
10	Collecting, packaging and dissemination of information to propagate government policies, and programs through media briefings on topical issues	Access information through appropriate media channels. Make requests for information and data	Free	Fortnightly
11	Distributing news and information to subscribers of Kenya News Agency	Entering into contracts, memorandum of understanding	As per the contracts/MOUs	As per contracts, MOUs
12	Conducting community and stakeholder engagement forum to promote government agenda	Initiate process/gaps	Free	Quarterly
13	Publishing and circulation of MyGov weekly newspaper	Submit articles, content, accessing MyGov electronically, print format.	Free	Every Tuesday
14	Facilitating public sector advertisement (PSA) in print, electronic and other media;	Requisition letters from MDAs, advertisement contents, local services/purchase order	As per the advertising rate card	Within 2 days or as and when requested by the clients

### Feedback and Redress Mechanism.

**We are committed to Courtesy and Excellence in Service Delivery**

**Any Complaints, Compliments or queries be forwarded to:-**

Cabinet Secretary  
Ministry Of Information, Communications And The Digital Economy  
Telposta Towers Koinange street,  
Po Box 30025-00100,  
NAIROBI, KENYA.  
Telephone no: +254-020-4920000  
fax: +254-020-315147  
Email: info@information.go.ke  
Website: www.ict.go.ke

COMMISSION ON ADMINISTRATIVE JUSTICE,  
2nd Floor , West End Towers  
Opposite Aga Khan High School off Waiyaki way - Westlands  
P.O.Box 20414-00200  
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