



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
ADMINISTRATION SERVICES				
1.	Attending to visitors	<ul style="list-style-type: none">• Information request• Compliance with Covid-19 protocols	Free	Three (3) minutes
2.	Response to enquiries/correspondence	Formal request through an appropriate channel:	Free	Three (3) days
		• Letters		Immediately
		• Telephone calls		Immediately
		• Customer care desk		24 hours
		• E-mail		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">• Free (If accessed online)• Kshs. 1,000 (If picked from the School)	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
ACADEMIC SERVICES				
6.	Training (In-person and online)	<ul style="list-style-type: none">• Formal request/application• Full payment of tuition fee	Depending on the program	<ul style="list-style-type: none">One (1) weekTwo (2) weeksThree (3) weeksFour (4) weeksSix (6) weeksSeven (7) monthsEight (8) months16 monthsTwo (2) years

	SERVICE	REQUIREMENT	USER CHARGES	TIMELINE
7.	Research	<ul style="list-style-type: none"> • Formal request • Remittance of research fees 	Depending on client request	As per the contract
8.	Consultancy	<ul style="list-style-type: none"> • Formal Request • Remittance of Consultancy fees 	Depending on client request	As per the contract
HOSPITALITY SERVICES				
9.	Conferencing facilities	<ul style="list-style-type: none"> • Formal request • Remittance of conference charges 	KSh. 2,000 to 3,500 per person per day	As per client request
10.	Accommodation	<ul style="list-style-type: none"> • Formal request • Remittance of accommodation charges 	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"> • Formal request • Payment for service 	Depending on client request	As per client request
12.	Video-conferencing	<ul style="list-style-type: none"> • Formal request • Remittance of video-conferencing charges 	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
complaints@ksg.ac.ke
 Website: www.ksg.ac.ke

Commission on Administrative Justice
 West End Towers, 2nd Flr, Waiyaki Way, Westlands
 Tel: (254-20) 2270000
OR
 Email: certificationpv@ombudsman.go.ke
 Website: www.ombudsman.go.ke