



**REPUBLIC OF KENYA**  
**THE NATIONAL TREASURY AND ECONOMIC PLANNING**

**Vision:**

*"Excellence in economic and public finance management, and development planning for Kenya's socio-economic transformation."*

**Mission:**

*"To provide leadership in prudent economic and public finance management and development planning through formulation, implementation and monitoring of policies for Kenya's inclusive growth."*

**Citizens' Service Delivery Charter**

S/No.	Service	Requirements to Obtain The Service	Cost of Service	Timeline
<b>COMMON SERVICES</b>				
1.	Response to phone calls (Landline or any other official line)	<ul style="list-style-type: none"><li>• Phone Call</li></ul>	Free	15 Seconds
2.	Response to enquiry by Walk-in clients	<ul style="list-style-type: none"><li>• Walk-in and make the enquiry</li></ul>	Free	1 Minute
3.	Response to correspondence	<ul style="list-style-type: none"><li>• Written correspondence (Letter)</li></ul>	Free	5 working days
		<ul style="list-style-type: none"><li>• Email and social media (X, Facebook &amp; YouTube)</li></ul>	Free	1 working day
4.	Response to public complaints and grievances	<ul style="list-style-type: none"><li>• Make a complaint</li></ul>	Free	1 working day
5.	Resolution of complaint(s)	<ul style="list-style-type: none"><li>• Make a verbal or written complaint</li></ul>	Free	14 working days

S/No.	Service	Requirements to Obtain The Service	Cost of Service	Timeline
6.	Registration of suppliers	<ul style="list-style-type: none"> <li>• Request to be registered as a supplier through a letter</li> <li>• Company profile</li> <li>• Certificate of incorporation /Registration</li> <li>• PIN Certificate</li> <li>• Valid Tax Compliance Certificate/Exemptions</li> <li>• Original Bank Statement</li> <li>• Copy of certificate of registration with relevant regulatory bodies</li> <li>• Non-refundable fee payment receipt</li> <li>• Copies of annual return forms filed by company registry</li> <li>• National ID/Passport</li> </ul>	Free	14 working days
7.	Processing of tenders	<ul style="list-style-type: none"> <li>• Submit bids for goods, works and services</li> </ul>	Free	90 days
8.	Notification of intention to award	<ul style="list-style-type: none"> <li>• Provide Email and phone numbers</li> </ul>	Free	1 working day

S/No.	Service	Requirements to Obtain The Service	Cost of Service	Timeline
9.	Payment for goods, works and services received	<ul style="list-style-type: none"> <li>• Copy of the L.P.O/L.S.O</li> <li>• Invoice</li> <li>• Delivery Note</li> <li>• Good/Services Received</li> <li>• Certificate of Completion for works</li> <li>• Handover/Takeover Certificate for works</li> <li>• Valid KRA Pin certificate and VAT/Tax compliance certificates;</li> <li>• Any other document that may be required;</li> </ul>	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete, unserviceable and surplus stores	<ul style="list-style-type: none"> <li>• Submission of bids</li> <li>• Official request by another public entity.</li> </ul>	Free	60 days from the date of advertisement
11.	Public participation forum	<ul style="list-style-type: none"> <li>• Familiarization with issues and active participation</li> </ul>	Free	1 day
12.	Recruitment of staff	<ul style="list-style-type: none"> <li>• Make formal application based on the advert</li> </ul>	Free	90 days
13.	Processing of request for information	<ul style="list-style-type: none"> <li>• Make a request for information</li> </ul>	Free	21 days
<b>CORE BUSINESS</b>				

S/No.	Service	Requirements to Obtain The Service	Cost of Service	Timeline
14.	Processing and payment of retirement benefits	<ul style="list-style-type: none"> <li>• Appointment, confirmation and retirement letters;</li> <li>• Certified copy of ID;</li> <li>• Bank details form and copy of bank plate;</li> <li>• Income tax clearance;</li> <li>• Death certificate where applicable</li> <li>• </li> </ul>	Free	60 days
15.	Provision of IFMIS Numbers to suppliers	<ul style="list-style-type: none"> <li>• Supplier to self-register in the IFMIS Supplier Portal</li> </ul>	Free	1 day
16.	Access to Development Plans, Policies, Regulations and Guidelines	<ul style="list-style-type: none"> <li>• Visit the website</li> <li>• Walk-in</li> <li>• Formal request for service</li> </ul>	Free	1 working day
17.	<p>Access to Annual Progress Reports (APR) for the implementation of:</p> <ul style="list-style-type: none"> <li>• Medium-Term Plans (MTPs) of the Kenya Vision 2030 and Public Expenditure Reports (PERs)</li> </ul>	<ul style="list-style-type: none"> <li>• Visit the website</li> <li>• Walk-in</li> <li>• Formal request for service</li> </ul>	Free	1 working day
19.	Preparation, submission and presentation of Budget Estimates to Parliament	<ul style="list-style-type: none"> <li>• Public Participation</li> </ul>	Free	By 30 <sup>th</sup> April every financial year
20.	Preparation, submission and presentation of budget statement and other budget documents, which include Finance Bill, Budget Resource Outlook Paper (BROP), Budget Policy Statement (BPS), Estimates of Revenue, Grants and Loans and Medium-Term Debt Strategy (MTDS) to Parliament	<ul style="list-style-type: none"> <li>• Public Participation</li> </ul>	Free	Before 15 <sup>th</sup> June of every Financial Year

S/No.	Service	Requirements to Obtain The Service	Cost of Service	Timeline
21.	Processing of Tax exemption for official Aid Funded Projects (OAFPs) Applications	<ul style="list-style-type: none"> <li>• Applications letters from Ministries, Departments, Agencies and Counties.</li> <li>• Copy of Financing Agreements</li> <li>• Copy of Commercial Contract</li> <li>• Invoice</li> <li>• Bill of lading</li> <li>• Letter of Donation</li> </ul>	Free	<p>7 working days for specific request</p> <p>10 working days for master list processing and communication</p>
22.	Online processing of Duty Remission Scheme Applications	<ul style="list-style-type: none"> <li>• Valid Tax Clearance Certificate</li> <li>• Import Declaration Form</li> <li>• Production Plan</li> <li>• Proforma Invoice for Imports</li> <li>• Letter of Approval from relevant Authority</li> </ul>	Free	3 working days
23.	Approval of projects and programmes before budgeting and implementation	<ul style="list-style-type: none"> <li>• Submission of Project Concept Note(s)/Project Proposal(s);</li> <li>• Submission of a Feasibility Study Report(s);</li> <li>• Cabinet approval, where applicable</li> </ul>	Free	7 working days
24.	Provision of Technical support and capacity building to Ministries, Departments, Agencies and Counties (MDACs)	<ul style="list-style-type: none"> <li>• Formal Request for the service</li> </ul>	Free	21 working days

S/No.	Service	Requirements to Obtain The Service	Cost of Service	Timeline
25.	Registration of disadvantaged groups and enterprises under the Access to Government Procurement Opportunities (AGPO) programme	<ul style="list-style-type: none"> <li>Online application at <a href="https://www.agpo.go.ke">https://www.agpo.go.ke</a> or a visit to Huduma Centre AGPO desk</li> </ul>	Free	1 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 Economic 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](mailto:cabinetsecretary@treasury.go.ke)**  
**National Treasury website: [www.treasury.go.ke](http://www.treasury.go.ke)**  
**National Treasury X platform: @KeTreasury**  
**National Treasury Facebook: The National Treasury and Economic Planning**  
**Economic Planning website: [www.planning.go.ke](http://www.planning.go.ke)**  
**Economic Planning X Platform: @Planning\_Ke**  
**Economic Planning Facebook: Economic Planning Department KE**

**The Commission Secretary/ Chief Executive Officer**  
**Commission on Administrative Justice 2<sup>nd</sup> Floor, West End**  
**Towers Waiyaki Way, Nairobi.**  
**P.O Box 20414-00200, Nairobi**  
**Tel: +254 020 2270000/2303000**  
**Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)**

**EXCELLENT SERVICE IS YOUR RIGHT**



REPUBLIC OF KENYA

THE NATIONAL TREASURY AND ECONOMIC PLANNING

CITIZENS' SERVICE DELIVERY CHARTER

CITIZENS' FEEDBACK TOOL

**Dear Esteemed Customer,** The National Treasury and Economic Planning would be grateful if you would spare some minutes to complete this customer feedback form to ensure that our service delivery meets/exceeds our customer expectations.

Time In :.....

Time Out.....

Date ...../...../.....

- a) What service did you seek at the National Treasury and Economic Planning?  
*Tick (✓) the service and rate our responsiveness in dealing with your enquiry as guided the key below*  
**(5 = Excellent, 4 = Very Good, 3 = Good, 2 = Fair, 1 = Poor)**

No.	Service	(✓)	5	4	3	2	1
1.	Response to phone calls						
2.	Response to enquiry by Walk-in clients						
3.	Response to correspondence ( <i>written correspondences</i> )						
4.	Response to public complaints and grievances						
5.	Resolution of complaint(s)						
6.	Registration of Suppliers						
7.	Processing of tenders						
8.	Notification of intention to award						
9.	Payment for goods, works and services received						
10.	Disposal of obsolete, unservicable, and surplus stores						
11.	Public participation fora						
12.	Recruitment of staff						
13.	Processing of request for information						
14.	Processing and payment of retirement benefits						
15.	Provision of IFMIS Numbers to suppliers						
16.	Access to development plans, policies, regulations and guidelines.						
17.	Access to Annual Progress Reports (APR) for the implementation of: Medium-Term Plans (MTPs) of the Kenya Vision 2030 and Public Expenditure Reports (PERs)						
18.	Preparation, submission and presentation of Budget Estimates to Parliament.						
19.	Preparation, submission and presentation of budget statement and other budget documents, which include Finance Bill,						

No.	Service	(√)	5	4	3	2	1
	Budget Resource Outlook Paper (BROP), Budget Policy Statement (BPS), Estimates of Revenue, Grants and Loans and Medium-Term Debt Strategy (MTDS) to Parliament						
20.	Processing of Tax exemption for official Aid Funded Projects (OAFPs) Applications						
21.	Online processing of Duty Remission Scheme Applications						
22.	Approval of projects and programmes before budgeting and implementation						
23.	Provision of Technical support and capacity building to Ministries, Departments, Agencies and Counties (MDACs).						
24.	Registration of disadvantaged groups and enterprises under the Access to Government Procurement Opportunities (AGPO) programme.						

b) How would you rate our professionalism?

Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

c) How would you rate your overall satisfaction with our services?

Satisfied ☐ Moderately Satisfied ☐ Not Satisfied ☐

d) Were you charged for the service? YES/ NO. (if yes, how much were you charged for the service?

(Please specify) in KSh.....

e) Please feel free to provide any comment or suggestions that would help improve our quality of customer service in the space below:

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REPUBLIC OF KENYA

THE NATIONAL TREASURY AND ECONOMIC PLANNING

CITIZENS' SERVICE DELIVERY CHARTER  
CITIZENS' MONITORING TOOL

Monitoring Checklist

1. Displayed in each service point Yes ☐ No ☐
2. Available on both websites Yes ☐ No ☐
3. Display in English Yes ☐ No ☐
4. Display in Kiswahili Yes ☐ No ☐
5. Available in Braille Yes ☐ No ☐
6. Provision for Sign Language Mechanism Yes ☐ No ☐
7. Available in Audio Yes ☐ No ☐
8. Size of Display:.....
9. Sensitization of Staff:.....

Date:	Number Sensitized	Method of Sensitization	Means of Verification ( <i>Memos, Minutes, Reports</i> )

