



MINISTRY OF ENVIRONMENT, CLIMATE CHANGE AND FORESTRY

STATE DEPARTMENT FOR ENVIRONMENT AND CLIMATE CHANGE

Vision

A clean, safe, healthy, sustainably managed and resilient environment and natural resources.

Mission

To conserve, protect, sustainably manage the environment and natural resources to support biodiversity and socio-economic transformation.

Core Values

Efficiency, professionalism, Innovativeness, Integrity, Teamwork, Customer Focus, Improved Livelihood, Inclusivity.

CITIZENS' SERVICE DELIVERY CHARTER

NO.	SERVIENS RENDERED	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
1.	Response to phone calls (landline or any other official line)	Make a phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	One (1) minute
3.	Response to correspondence	Written correspondence (letters)	Free	Five (5) working days
		Email and Social media (X, Facebook & YouTube)	Free	One (1) working day
4.	Response to public complaints and grievances	Make a complaint	Free	One (1) working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	Fourteen (14) working days
6.	Registration of suppliers	<ul style="list-style-type: none"> Duly filled application form Company profile Certificate of incorporation/registration Copy of certificate of registration with relevant regulatory bodies National ID/Passport PIN certificate Valid tax compliance certificate/Exemptions Original bank statement Copies of annual return forms filed by company registry 	Free	Fourteen (14) working days
7.	Processing of payment for goods/services rendered	<ul style="list-style-type: none"> Valid Contract Original invoice Original signed delivery notes Signed Purchase/Service Order Valid Tax Compliance Certificate Any other document that may be required 	Free	Sixty (60) days from the date of receipt of the invoice.
8.	Processing of tenders/quotation for supply of goods, works and services	Submission of bids	Free	Within ninety (90) days
9.	Disposal of unserviceable, obsolete or surplus stores, equipment or assets	Submission of bids	Free	Within sixty (60) days from date of advertisement.
10.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	One (1) working day
11.	Preparation, reviewing and dissemination of forestry related materials/ policies	Public participation	Free	Continuous
12.	Processing of request for information	Make formal request for information	Free	Within twenty-one (21) days
13.	Build capacity of Ministries, Departments, Agencies and County governments (MDACs) on Tree growing campaigns and JazaMiti App	Make formal request for the service	Free	Continuous
14.	Recruitment of staff	Make formal application based on the advert	Free	Within ninety (90) days

REDRESS MECHANISM

We are committed to offering services as set out on this citizens' service delivery charter. Should the service rendered fail to meet the above standards please report to:

Principal Secretary,
State Department for Environment and Climate Change
P.O. Box 30126-00100, NAIROBI
+254 020 2730808/9
Hotline: 0722510510
Email: psoffice@environment.go.ke
complaints@environment.go.ke
Website: www.environment.go.ke

Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200, NAIROBI
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO!



Environment and Climate Change



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