



REPUBLIC OF KENYA

STATE DEPARTMENT FOR WILDLIFE

CITIZENS' SERVICE DELIVERY CHARTER FOR THE STATE DEPARTMENT FOR WILDLIFE

NO.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (landline or any other official line)	Make phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Offer industrial attachment	<ul style="list-style-type: none">• Application letter• Introduction letter from Institution• Copies of certificates• National ID• Certificate of good conduct	Free	1 day
7.	Registration of Suppliers	<ul style="list-style-type: none">• Dully filled application form• Company profile• Certificate of Incorporation/Registration• PIN Certificate• Valid Tax Compliance Certificate/Exemptions• Original bank statement• Copy of Certificate of Registration with relevant regulatory bodies• Non-refundable fee payment receipt• Copies of annual return forms filed by company registry• National ID/Passport	Free	14 working days
8.	Processing of tenders	Submit bids for goods and services	Free	90 days
9.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
10.	Payment of goods and services received	<ul style="list-style-type: none">• L.P.O/invoice• Certificate of completion/goods/services received	Free	60 days from the date of receipt of the invoice
11.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
12.	Develop, review and implement wildlife sector policies, legislation, regulations, strategies and programs	<ul style="list-style-type: none">• Public participation• Knowledge of existing policies, legislation, regulations and programsAttend and participate in forums	Free	Continuous
13.	Public sensitization on wildlife policies, legislation, regulations, strategies and programs	Participation in wildlife round table meetings	Free	Continuous
14.	Coordination of wildlife sector	Report the incident within 24 hours	Free	Quarterly
15.	Human-Wildlife Compensation (HWC) claims payment	Submit required documents	Free	Continuous
16.	Wildlife conservation and coexistence education and awareness	Participation	Free	Continuous