



# MINISTRY OF ENVIRONMENT, CLIMATE CHANGE AND FORESTRY

## STATE DEPARTMENT FOR FORESTRY

### Vision

A clean, safe, healthy, sustainably managed 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

|     | SERVICES 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"><li>Duly filled application form</li><li>Company profile</li><li>Certificate of incorporation/registration</li><li>Copy of certificate of registration with relevant regulatory bodies</li><li>National ID/Passport</li><li>PIN certificate</li><li>Valid tax compliance certificate/Exemptions</li><li>Original bank statement</li><li>Copies of annual return forms filed by company registry</li></ul> | Free            | Fourteen (14) working days                               |
| 7.  | Processing of payment for goods/services rendered                                                                             | <ul style="list-style-type: none"><li>Valid Contract</li><li>Original invoice</li><li>Original signed delivery notes</li><li>Signed Purchase/Service Order</li><li>Valid Tax Compliance Certificate</li><li>Any other document that may be required</li></ul>                                                                                                                                                                               | 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

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:

PRINCIPAL SECRETARY,  
State Department for Forestry  
P.O. Box 30126-00100, NAIROBI  
+254 020 2730808/9  
Email: [ps@forestry.go.ke](mailto:ps@forestry.go.ke)  
Website: [www.forestry.go.ke](http://www.forestry.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](mailto:complain@ombudsman.go.ke)

HUDUMA BORA NI HAKI YAKO!