



MINISTRY OF ENVIRONMENT, CLIMATE CHANGE AND FORESTRY

STATE DEPARTMENT FOR FORESTRY

Vision

“A lead sub-sector in sustainable development, conservation and management of forest resources”.

Mission

“To conserve, protect, sustainably manage and develop the forestry and allied 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"> Duly filled application form Company profile Certificate of incorporation/registration Copy of certificate of registration with relevant regulatory bodies Non-refundable fee payment receipt PIN certificate Valid tax compliance certificate/Exemptions Original bank statement Copies of annual return forms filed by company registry National ID/Passport 	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	Within 60 days
8. Processing of tenders/quotation for supply of goods, works and services	Submission of bids	Free	Within 90 days
9. Disposal of unserviceable, obsolete or surplus stores, equipment or assets	Submission of bids	Payment of prescribed deposits Full payment by successful bidders	Within 60 days from the date of advertisement.
10. Preparation, reviewing and dissemination of forestry related materials/ policies	Public participation	Free	Continuous
11. Processing of request for information	Make formal request for information	Free	Within twenty-one (21) days
12. 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
13. Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
14. Recruitment of staff	Make formal application based on the advert	Free	Within 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: psoffice@forestry.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!