



CITIZEN SERVICE DELIVERY CHARTER

 REPUBLIC OF KENYA		 STATE DEPARTMENT FOR ENERGY		
S/No.	Service/Good	Requirement to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1	Attend to visitor(s)	Courtesy /Disclosure of service sought	Nil	Within 5 minutes of arrival, on first come first served basis
2	Complaints handling	File complaint(s) following laid down procedures	Nil	Response to be given within 7 days
3	Response to mail(s)	Accurate information , patience and courtesy	Nil	1) 7 working days to reply to an ordinary letter 2) 30 days for enquiries of technical nature
4	Access to information	1) Provide information on the information sought, purpose 2) Provide name and contact for feedback 3) Clearly state what is required 4) Make request in writing	NIL	Immediately to 5 working days depending on information sought
5	Pre-qualification of suppliers	Submit tender document	Nil	45 days

6	Issuance of quotation/tender	Pre-qualification	Not more than Ksh.5,000	15 minutes
7	Review of Geothermal license or permit application	Submit License or permit application as required by the Energy Act, 2019	Free or as may be specified by the Regulation	Within 14 working day
8	Request for electricity connection	<ul style="list-style-type: none"> • Written requests • Requisite site information 	Free	Request forwarded to KPLC or REREC as appropriate within 7 working days and requestor notified
9	Review proposals for development of power projects	<ul style="list-style-type: none"> • Written request for review by KPLC • Draft PPA Document 	Free	Request forwarded to KPLC within 21 working days
8	Promotion and Development of Renewable Energy and Energy Efficiency Technologies	<ul style="list-style-type: none"> • Adhere to set guidelines • Submission of proposal 	Nil	1-4 weeks
9	Tax exemption recommendation	<ul style="list-style-type: none"> • Receive application from client • Evaluate the request • Write a recommendation letter to Commissioner of VAT 	Nil	1 week

WE ARE COMMITED 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 the commitment to courtesy and excellence in service delivery should be reported to:

<p>The Principal Secretary State Department for Energy KAWI Complex Off Red Cross Rd. Nairobi P.O. Box. 30582-00100 , Nairobi Kenya</p>	<p>The Commission Secretary/Chief Executive Officer Commission on Administrative Justice, 2nd floor West End Towers, Waiyaki Way, Nairobi P.O.Box.20414-00200, Nairobi Tel:+254(0)20 2270000/2303000</p>
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HUDUMA BORA NI HAKI YAKO