



Ministry of Energy

Citizens' Service Delivery Charter

Service Rendered	Client Obligation	User Charge (Kshs.)	Timeline
Attend to visitors	Courtesy Disclosure of services sought	Nil	Within 5 minutes, on first come first served basis
Complaints Handling	File complaint(s) following laid down procedures	Nil	Within 1 week
Response to mail(s)	Accurate information, Patience, Courtesy.	Nil	7 days to reply to an ordinary letter, 30 days for enquires of technical nature
Access to Information	<ol style="list-style-type: none"> 1. Provide information on the information sought, purpose, 2. Provide name and contacts for feedback. 3. Clearly state; 4. Make request in writing 	Nil	Immediate to 5 working days depending on information been sought
Evaluation of terms for Product Sharing Contract or License or permit application for Geo-Energy, Energy Exploration, Development and Production	Submit PSC or License or permit application with proposed terms	Nil	Two weeks
Pre-qualification of suppliers	Submit tender documents	Nil	45 days
Issuance of quotation/ tender	Pre-qualification.	Not more than Kshs. 5,000 for	15 minutes

		tenders and Nil for quotation	
Investment Grade Audits	Submission of proposal/request audit	Nil	1-4 Weeks
Promotion and Development of Renewable Energy Technologies (Solar, wind, biogas, cogeneration).	a) Submission of proposal. b) Cooperation from stakeholders	Nil	1-4 Weeks
Carry out energy audits in public institutions	Submission of proposal/request for audits	Free	1-4 Weeks
Conducting Investment Grade Audits	Submission of proposal/request audit	Nil	1-4 Weeks

WE ARE COMMITTED 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 commitment to courtesy and excellence in Service Delivery should be reported to:

The Principal Secretary,
 Ministry of Energy
 Nyayo House
 Kenyatta Avenue,
 P.O. Box 30582-00100 Nairobi
 Tel: +254 (0)20 3310112
Email.PS@energy.go.ke
 Website: www.energy.go.ke.

HUDUMA BORA NI HAKI YAKO