



**MINISTRY OF YOUTH AFFAIRS,
CREATIVE ECONOMY AND SPORTS**



STATE DEPARTMENT FOR YOUTH AFFAIRS AND CREATIVE ECONOMY

CITIZENS' SERVICE DELIVERY CHARTER

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The State Department for Youth Affairs and Creative Economy is under the Ministry of Youth Affairs, Creative Economy and Sports and is charged with; Youth Policy and Empowerment; Mainstreaming Youth in National Development; Managing and Promoting engagement with Youth for National Development; Harnessing Youth Talent for National Development; Business Innovation and incubation; Facilitating the mobilization of resources for youth entrepreneurship and development;

Key independent institutions within the State Department includes: Kenya National Youth Council, Youth Advisory Board, Kenya National Innovation Agency, The Regional Youth Forum Secretariat of the International Conference on the Great Lakes Region (ICGLR), Youth Enterprise Development Fund, Kenya Film Classification Board, Kenya Film Commission, Kenya National Theatre and The President's Awards-Kenya.

◦ STRATEGIC OBJECTIVES

- i. To Promote youth empowerment and development;
- ii. To Strengthen youth mainstreaming in all sectors;
- iii. To Promote youth participation and inclusion in National development and leadership;
- iv. To Harness and develop youth talents for national development;
- v. To Harness and promote creative industry;
- vi. To Develop and regulate Film industry; and
- vii. To Provide an enabling policy, legal and institutional framework.

◦ **VISION:** A global leader in the provision and promotion of sports, creative economy and youth empowerment.

◦ **MISSION:** To provide leadership, coordination and an enabling environment for youth empowerment and development of sports and Creative economy.

◦ **CORE VALUES:** Patriotism | Professionalism | Integrity | Teamwork | Inclusivity | Innovativeness and creativity

◦ **OUR CUSTOMERS:** Youth | Government Agencies | General Public Suppliers of good and services | Development partners | Private institutions | Professional groups | Employees of the State Department | Youth groups/organizations | Youth serving organization | Research Institutions

THE STATE DEPARTMENT'S COMMITMENTS

The State Department for Youth Affairs is committed to mainstream youth issues in all development sectors of the country's economy

TO THE YOUTH

- Enhance youth participation in the identification, prioritization, planning and implementation of youth related policies, programmes and activities.
- Create opportunities for youth to participate in all processes of National Development.
- Train youth in entrepreneurship, life and leadership skills.
- Build cohesion among the youth and youth serving organizations.
- Disseminate accurate and reliable information on timely basis.

TO DEVELOPMENT PARTNERS

- Conduct and uphold professionalism in all undertakings
- Utilize project resources as provided for in the respective agreements.
- Submit relevant reports as per the agreed schedule
- Ensure Transparency and Accountability

TO OUR SUPPLIERS OF GOODS AND SERVICES

- Full disclosure of opportunities through;
- Advertisement
- Posting on the website
- Fair and just evaluation of bids/evaluation
- Ensure processing of payments for goods and services rendered on a timely basis.

TO THE GENERAL PUBLIC

- Provide and Disseminate appropriate and accurate information on a timely basis.
- Provide appropriate policy guidance to the public when identifying, planning, prioritizing and implementing programmes and projects.
- Carry out free and fair recruitment of staff, servicemen and women.
- Treat our clients with courtesy and dignity
- Treat our clients with courtesy and dignity

TO OUR STAFF

- Treat each other staff with courtesy and professionalism
- Ensure a conducive working environment to enhance service delivery
- Provide staff with relevant training on regular basis to improve service delivery.
- Respond promptly to staff needs/complaints; and
- Embrace teamwork as the whole mark of driving our culture to realize our mandate.

RIGHTS OF OUR CUSTOMERS/CLIENT.

- Our Clients/customers Have Right To:
- Prompt and Quality services
- Relevant Information
- Courtesy and Dignity
- Justice and Fairness
- Confidentiality
- Timely payment for Goods delivered and Services rendered

OUR STANDARDS

- Routine correspondence will be acknowledged within five (5) days from the date of receipt, while technical correspondence will be responded to within fourteen (14) days.
- Telephone calls will be answered within the third ring.
- Customers should be attended promptly and within (3) minutes of arrival.
- Staff will provide their full identification when dealing with customers.

CUSTOMER OBLIGATIONS

- Customers are expected to:
- Reveal their identity
- Be courteous and polite
- Abide by the laid down procedures for them to be served efficiently and effectively.
- Desist from inducing unethical practices or canvassing for favors from the staff.
- Seek information from our offices in their respective localities

REDRESS AND FEEDBACK MECHANISM

- When a client/customer feels infringed, aggrieved or is dissatisfied with our services, the State Department welcomes complaints addressed through mails, telephone or fax and bearing the customer's identity.
- All the complaints should be addressed to the Principal Secretary, State Department for Youth
- All complaints received shall be treated with confidentiality and acted upon promptly.
- All complaints received will be addressed within seven (7) days
- The State Department will also be glad to receive enquiries, comments and suggestions.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standard or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

Principal Secretary, The State Department for Youth Affairs and Creative Economy, Kencom House, Moi Avenue

P O Box 34303-00100, Nairobi. | Tel: +254-020-2240068 | Fax: +254-020-3312351 | Website: www.youth.go.ke E-mail: info@youth.go.ke

You can also seek redress through filing a complaint with the Commission on Administrative Justice:

RESOLVED SERVICE CHARTER

SERVICES OFFERED	USER OBLIGATIONS	USER COSTS	TIME -LINES
Training in entrepreneurship, life and leadership skills.	<ul style="list-style-type: none"> - Age 15-35 years - Must be willing to participate in constructive youth related programmes 	Free	3 Days - 3Months
Capacity building on Intellectual property issues and entrepreneurship.	<ul style="list-style-type: none"> - Participate in the capacity building workshop 	Nil	Annually
Recognize and award innovators	<ul style="list-style-type: none"> - Participate in the competitive program, follow all the instructions and fulfill all the requirements. 	Nil	Annually
Innovation grant for commercialization	<ul style="list-style-type: none"> - Participate in the competitive program, follow all the instructions and fulfill all the requirements. 	Nil	Annually
Engaging youth to participate in all process of National Development and Cohesion	<ul style="list-style-type: none"> - Must make requests for assistance in our nearest offices - Meet minimum requirement as requested 	Free	1-3 Months
Ensure 30% government procurement quota to the youth, and promotion of internship and innovation	<ul style="list-style-type: none"> - Age 15-35 years - Have a valid Access to Government Procurement Opportunities (AGPO) certificate. 	Free	Continuous
Ensuring that forty percent (40%) of all inputs are sourced from locally manufactured articles, materials and supplies partially mined or produced in Kenya, or where applicable have been assembled in Kenya.	<ul style="list-style-type: none"> - Be a Kenyan citizen. - Aged 18 years and above. - Have a national Identity card (in case of sole proprietor or Partnership Business) or a Certificate of Confirmation of Directors and Shareholding – CR 12 (for Limited company). - Have a dully registered firm with a Certificate of registration/incorporation from Registrar of Companies. - Have a Valid Tax compliance certificate. 	Free	Continuous
Planning and implementation of youth related policies, programmes and activities.	<ul style="list-style-type: none"> - Community should provide required resources i.e. infrastructure and trainees - Management should draw a requisition letter for assistance through Directorate's local office. - Donors to submit project resources as provided in the respective agreement. 	Free	2 Weeks-1½ months
Handle customers promptly, courteously and ensure professionalism	<ul style="list-style-type: none"> - Should make any form of enquiry at the various Directorate offices and contacts such as telephone and email - Must comply with Government regulations - Must be willing to provide accurate information. 	Free	Correspondences to be acted within 2-14 days upon receipt.
Disseminate accurate and reliable information on timely basis	<ul style="list-style-type: none"> - Provide information request through available channels of communication 	Free	Official working hours.
Payment of Merchants.	<ul style="list-style-type: none"> - Ensure that all supporting documents are availed. 	Free	5days after receipt of documents

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standard or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

REDRESS MECHANISM

Principal Secretary,
The State Department for Youth Affairs and Creative Economy,
Kencom House, Moi Avenue
P O Box 34303-00100, Nairobi.
Tel: +254-020-2240068
Website: www.youth.go.ke
E-mail: info@youth.go.ke

The Commission Secretary/ Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2nd floor
Waiyaki Way - Westlands
P.O. Box 20414-00200 NAIROBI
Tel: +254(0) 2270000/2303000
Email: feedback@ombudsman.go.ke