Services Offered	Customer Obligation	User Charges	Time Frame
	30 days of entering Public Service. 5. Fill and return final declaration form, through their organization, within 30 days of exiting service.		entering or exiting service respectively. 4. Organizations to submit returns to the Commission by 31st January, of the Declaration year.
Facilitating and managing online applications for advertised jobs.	Apply for jobs online: - go to Commission website (www.publicservice.go.ke) Check Status of application:- -Enquire for application status online. For ease of contact and SMS response: -Provide your valid mobile numbers.	No fee	Real time / immediate response.
Respond to inquiries on status of job applications	Status of application through mobile: -Send SMS with the word PSC followed by Personal Identification Number e.g. PSC 725940623 to 5556 through Celtel and Safaricom service providers only.	Kshs. 5/- for SMS	Immediate response.
Respond to general e-mail enquiries sent to the Commission.	Send a general enquiry e-mail to psck@publicservice.go.ke or profile@publicservice.go.ke	No Fee	1 day

Services Offered	Customer Obligation	User Charges	Time Frame
Administer Public Officers' Code of Conduct and Ethics.	Familiarize yourself with provisions of the Code and report cases of non-compliance to the Commission.	No Fee	14 days
Payments for works, services and goods.	To make written claims for payments on time - Submit all required supporting documents i.e. Invoices, Receipts, Delivery notes etc.	No Fee	-Cash payments within 2 days. -Cheques payments within 3 days.
Enquiry and reception services.	Be courteous, specific and orderly in your requests	No Fee	2 Minutes
Respond to telephone calls	- Make clear and specific enquiries. - Call using the right Public Service Commission of Kenya numbers; Tel: 2227471/5, 2223903, 27288000	No Fee	Within the 2nd ring of phone (5 seconds)
Handling customer grievances.	In the event of unsatisfactory attention by Commission staff, submit genuine complaints to the Commission Secretary, promptly through; P O Box 30095 – 00100; Tel: 2227471/5, e-mails – psck@publicservice.go.ke	No Fee	7 days.

PUBLIC SERVICE COMMISSION OF KENYA
P.O. Box 30095-00100, Nairobi-Kenya
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Email: psck@publicservice.go.ke
www.publicservice.go.ke

Huduma Bora ni Haki Yako
SERVICE WITH INTEGRITY

Public Service Commission Of Kenya

CITIZEN'S SERVICE DELIVERY CHARTER FOR ENTRY, STAY AND EXIT OF PUBLIC OFFICERS

The Public Service Commission of Kenya is committed to the pursuit of quality service to the nation through integrity, reliability, meritocracy, confidentiality, fairness and team spirit

Services Offered	Customer Obligation	User Charges	Time Frame
Advertisement of vacant posts **(Posts advertised in the mainstream press and PSCK website)**	-Pick application forms from Commission House, OR -Download Application Forms from Public Service Commission Website (www.publicservice.go.ke) OR Apply Online - (www.publicservice.go.ke)	No fee	- 21 days for prospective applicants to respond to the advertisement
Appointment of new officers	***Short listed candidates should appear for interviews with:*** -Original academic and professional certificates. -Testimonials - National Identity card and -The letter of invitation to the interview	No fee	3 months from date of advertisement.
Promotional appointments of serving officers.	***Short listed candidates should appear for interviews with:*** - Original academic and professional certificates. -Testimonials - National Identity card and -The letter of invitation to the interview -Letter of appointment to the current substantive post.	No fee	2 months from date of advertisement.

Services Offered	Customer Obligation	User Charges	Time Frame
Protection of pension benefits of public officers payable by the Treasury	***Make requests and complaints regarding:*** - deductions, - delays, and - denial, of pension benefits to the Commission Secretary, promptly through; P O Box 30095 – 00100; Tel: 2227471/5, e-mail: psck@publicservice.go.ke	No fee	2 weeks (14 days)
To Monitor and Evaluate Human Resource functions in the Public Service.	Forward complaints and grievances to the Commission Secretary, promptly through; P O Box 30095 – 00100; Tel: 2227471/5, e-mails – psck@publicservice.go.ke	No fee	Within 21 days
Determine discipline cases in Public Service.	Provide evidence of investigation reports for or against the cases submitted.	No fee	2 weeks (14 days)
Administration of **1) Administration officers examination.** **2) Proficiency examination for Clerical Officers.** **3) Occupational tests for**	To Register for exams one should have: • Copies of academic certificates. • Letter of substantive appointment to last post. • Copy of Identity Card. • 2 Colored Passport size photographs.	1) Administrative officer exams -Basic fee –Kshs. 2,000/- -fee per paper – Kshs. 500/- 2) All the other exams:	Examinations are administered Annually -Results are released within 3 months of sitting exams

Services Offered	Customer Obligation	User Charges	Time Frame
Telephone Operators. **4) Proficiency tests for Weights and Measures.**	Fill registration forms available from: • Commission House • Government offices • Commission's website **www.publicservice.go.ke**	-Basic fee - Kshs. 1,500/- -fee per paper – Kshs. 500/- Registration forms are issued free of charge	
Communication of Commission decisions.	Read and internalize Commission's communications and take necessary action.	Free	7 days
Administration of wealth declarations in the Public Service.	1. Ministries, Departments, Local Authorities and State Corporations to collect forms for their officers from Commission House. 2.Individual public officers may download the forms from the Commission's website– www.publicservice.go.ke 3. Fill and submit declaration form, through your organization, by 31st December of every declaration year. 4. Fill and return initial declaration form, through their organization, within	No Fee	1. Organizations to collect forms by August of every declaration year. 2. To complete and return forms by end of December of the Declaration year. 3. For initial Declarations and final within 30 days of