



REPUBLIC OF KENYA

MINISTRY OF MINING, BLUE ECONOMY AND MARITIME AFFAIRS

CITIZEN'S SERVICE DELIVERY CHARTER

The Ministry of Mining, Blue Economy and Maritime Affairs is charged with the responsibility of offering strategic leadership for sustainable development of the Mining, Blue Economy, Fisheries and Maritime Sub-Sectors of the economy. The Ministry ensures that there is conducive business environment for the realization of the Bottom up Economic Transformation Agenda (BETA).

S/No	Services Offered	Service Point	Client Requirement(s)	Charges (In Kshs)	Our Commitment/Timelines
Communication Services					
1.	Attendance to Office Visitors	Headquarters	Official Visit, Self-Introduction And Making Formal Enquiry	Free	<ul style="list-style-type: none"> Within 5 Minutes on First Come, First Served Basis PWDs and vulnerable groups will be Served Immediately
2.	Responding to Telephone Calls	Headquarters	Self - Introduction, Courtesy & Clarity of The Message	Free	<ul style="list-style-type: none"> Pick Calls Within 3 Rings Direct the Call to the Relevant Offices
3.	Reply to General and Technical Correspondences	Headquarters	Give your Email and/or Telephone Number	Free	<ul style="list-style-type: none"> Acknowledgement Within One Day Give A Full Response Within Three Working Days for Non-Technical Issues Give Full Response Within 21 Days of Receipt For Technical Issues
4.	Handling Public Complaints	Headquarters And All State Departments	Submit Complaint Formally Through Email, Mail, Walk – In Or Phone Call	Free	<ul style="list-style-type: none"> Immediate Acknowledgement Resolutions Guided by Internal Resolution Mechanisms and The Commission on Administrative Justice A Maximum of 30 Days From The Date Of Receipt
Issuance Of Licences, Permits, Certificates And Transfers					
5.	Issuance of Licenses Permits and Certificates	All State Departments	Application and Payment in the Prescribed format and Payment Of Prescribed Fees, and Adherence to Application Conditions	As Specified The Application Requirements	<ul style="list-style-type: none"> 2 – 120 Days
Other Services					
6.	Provision of Information On Training Opportunities & Procedures	All State Departments	Formal Request Availability of The Training Opportunities/Vacancies	Free	<ul style="list-style-type: none"> A Maximum Of 7 Working Days

7.	Provision of Sector Reports, Statistics And Information	Headquarters And All State Departments	Formal Request	Free	<ul style="list-style-type: none"> • Within 24 Hours
8.	Development of Policy Guidelines and Legislation For Implementation Of Sector Programmes.	Headquarters And All State Departments	On Demand	Free	<ul style="list-style-type: none"> • As Need Arises
9.	Verification & Recommendation Of VAT and Custom Duty Exemptions and Waivers	Headquarters	Formal Request	Free	<ul style="list-style-type: none"> • 2 Days
10.	Linking Stakeholders with Information on Research and Other Service Providers.	Headquarters And All State Departments	On Demand	Free	<ul style="list-style-type: none"> • 1 - 60 Days
11.	Provision of Attachment & Apprenticeship	All State Departments	Formal Request	Free	<ul style="list-style-type: none"> • Maximum of 30 Days from the date of Application
12.	Disbursement of AIEs To Stations & Projects	All State Departments (Finance And Accounts)	None	Free	<ul style="list-style-type: none"> • By the 15th Day at The Start Of the Quarter
13.	Payments to Service Providers & Claims	All State Departments (Finance And Accounts)	Attach Relevant Documents	Free	<ul style="list-style-type: none"> • 7 Days
14.	Procurement of Goods, Services and Works	All State Departments (Supplies Chain Management)	Attach Relevant Documents	Free	<ul style="list-style-type: none"> • Depends on The Nature of Goods & Services as Per Procurement Regulations
15.	Updating the Ministry Website	ICT	Web Visit and Feedback	Free	<ul style="list-style-type: none"> • Weekly

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 Cabinet Secretary,

Ministry of Mining, Blue Economy and Maritime Affairs
3rd Floor, Works Building, Ngong Road, Nairobi
P.O Box 30009-00100, Nairobi.
Tel: +254 (020) 2723101
E-mail address: cs@mining.go.ke
Website: www.mibema.go.ke

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: +254 020 2270000/2303000
Email: complain@ombudsman.go.ke

The Principal Secretary,

State Department for Mining
Works Building, 3rd Floor, Ngong Rd.
Address: P.O. Box 30009 – 00100,
NAIROBI.
Phone: +254 (020) 272 1074
Email: ps@mining.go.ke

The Principal Secretary

State Department for the Blue Economy and Fisheries,
NHIF Building, 14th Floor, Wing B - Ngong Road,
P. O. Box 30009-00100 Nairobi, Kenya
Telephone: +254-20- 2716103/85
E-mail: psblueeconomy.go.ke
Website: <https://mibema.go.ke>

The Principal Secretary

State Department for Shipping And Maritime Affairs
NSSF Annex, Bishops Road
P.O Box 30799 - 00100
Nairobi, Kenya
Tell: +254-0202-2729200
Fax: +254-0202-2730330
Email: info@shippingmaritime.go.ke