



COUNTY GOVERNMENT OF MAKUENI
DEPARTMENT OF EDUCATION, SPORTS AND ICT



CUSTOMER SERVICE CHARTER

Our Vision

A globally competitive education, training, empowered Youth, technology and innovation system for sustainable development in the county.

Our Mission

To provide, promote and coordinate quality education, training, Youth Empowerment, Sports and Talent Development and enhance integration of technology and innovation into production systems in the county for sustainable development.

Guiding Principles

The following vital guiding principles define the Departments focus towards enhanced service delivery.

This ensures that the delivery of all our services is guided by our commitment to:

- Provide access for all school aged children to enter the education system;
- Treat services to our customers as of high priority and paramount importance;
- Provision of innovative learning/ training opportunities to trainees through research and innovation;
- Ensure inclusivity in learning/training to trainees regardless of location, culture or learning need;
- Provide scalable state of the art ICT infrastructure
- Ensure availability of e-services to the citizens
- Maintain a high level of professionalism in all that we do;

Our Values

The Departments values are derived from Kenya Constitution 2010 and County Vision 2025 and are relative to Administration, professionalism and Character traits pertaining to:

- Confidentiality
- Customer focus
- Efficiency
- Accountability and Transparency
- Professionalism
- Integrity
- Teamwork
- Innovativeness

Our Roles and Responsibilities

The Department of Education, Sports and ICT, Makueni County Government is responsible for implementation of ECDE training, Vocational Education and Training legislations, policies and programmes and ICT projects in the County. This includes design of the ICT infrastructure, implementation of e-services, Curriculum implementation, Development of skills, competencies, knowledge and attitudes in Youth Polytechnics. Further, the department offers support to education by making available bursaries and scholarships to needy students as well as building capacity of trainers, develop and implement youth empowerment, talent development and mentorship programs in an endeavour to grow then in to responsible, self-reliant, patriotic and economically sound adults.

Our Service Commitment

The Department in its effort to promote quality customer care promises to provide services that will enhance relationships between its staff and all its customers/clients. It aims to provide the best possible services to customers with a high degree of responsiveness, commitment and professionalism.

To facilitate this, the department is committed to:

- Ensuring customer satisfaction at all times
- Providing friendly, courteous and efficient service
- Providing honest and accurate information
- Ensuring that promises and appointments are intact
- Providing service within a specified timeline
- Developing well mannered, competent and reliable service providers
- Ensuring that all correspondences are fully acknowledged and responded to in a timely manner
- Regular consultations on quality customer care issues
- Ensuring transparency and accountability in all dealings
- Being culture and religion conscious and receptive to customer needs

Our Expectations from Customers

- It is important that we are provided with clear, honest and accurate information about customer needs, concerns or situations;
- Customer identity and contact details are necessary;
- Treat our staff in a manner in which you as a customer would prefer to be treated;
- Understand that provision of certain information(s) may require a longer time frame due to protocol demands;

Information Services

- We will ensure sufficient access and availability of our staff to respond to customer service queries and endeavour to provide answers to the questions you may raise;
- Our staff will communicate with you in a timely, efficient, courteous and transparent manner;
- We will treat all customer enquiries with respect, confidentiality and culture appropriateness;
- The County website bearing information for the department of Education and ICT will be regularly updated to capture vital information, initiatives and activities;

Lodging a complaint, compliment or suggestion

You are required to document the complaint, compliment or suggestion clearly prior to forwarding them to our Offices at Wote HQ. It is important to highlight all the details surrounding the issue with the inclusion of names, date and time. Some situations will be more complex and may take longer to resolve. In such case we will do our utmost best to keep you informed of the progress.

Handling of Complaints

- We will monitor and evaluate on a regular basis the efficiency and effectiveness of our communications and the services we provide to you;
- We will acknowledge all complaints received and respond in a timely manner. If you are not satisfied with the response to your complaint, please do not hesitate to get back to us for clarification or further redress

LOCATION AND CONTACTS

Email: education@makueni.go.ke

Web: www.makueni.go.ke

P.O. Box 78-90300, Makueni

The Department of Education, Sports & ICT is situated at the County Headquarters, County Commissioner's Building, Third floor.

SERVICE MATRIX

NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1.	Enquiries/Consultation	Face-to-face meeting, SMS, Call	Free	10 Minutes
2.	Correspondences	Written request	Free	Within 7 working days
3.	Recommendations and approvals	Written request	Free	2 days
4.	Restoration of Network, Email or System outage	Written request; Call from user; Detection on the monitoring tools	Free	2 working days
5.	Update content on the county website	Written and approved request as per the communication policy A soft copy of the information	Free	30 minutes
6.	Diagnosis and response to ICT Security breaches	Written request or call from user; Detection on the network monitoring and trending system; System logs;	Free	Within 3 working days
7.	Email, Network or System user account creation, deactivation, reactivation or modification	An approved written request	Free	Within 1 working day
8.	Creating a new website/ application for GoMC affiliates	Approval by designate authority Website content and design specifications	Free	Within 1 month after request

9.	GoMC staff ICT Training/User support training	Written request for training; Approved Training Needs Assessment Report	Free	Within 2 weeks from the time of receipt of the request
10.	Community training and Capacity Building	Duly filled in Application Form	Fee defined in Finance Bill	Within 3 months
11.	ICT User Support	User request	Free	Within 1 working day
12.	Admission of ECDE children	Birth Certificate, Immunization Card	Free	10 minutes
13.	Admission of CTTI Trainees		Free	15 minutes
14.	Registration of CTTIs		Fee defined in Finance Bill	2 months
15.	Disbursement of Bursary and Scholarship Cheques	Nil	Free	2 weeks
16.	Award of Scholarships	Duly filled Applications	Free	2 weeks
17.	Award of Bursaries	Duly filled Applications	Free	1 month
18.	Support to eligible sports/youth individuals/ teams to participate in competitions	Written requests, three months before the event	Free	1 month