



# Department of ICT, Education and Internship CUSTOMER SERVICE CHARTER

## Our Vision

To be the Department of Reference

## Our Mission

To innovate and nurture talent to transform the livelihoods of Makueni citizenry

## 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:

- o Integrity
- o Customer Focus
- o Accountability
- o Results Orientation
- o Innovation
- o Inclusivity
- o Teamwork

### Our Roles and Responsibilities

The Department of ICT, Education and Internship, is responsible for handling all matters concerning Information Communication Technology (ICT), devolved education, support to education, Library Services and Internship, Mentorship and Volunteerism.

Further the Department carries out ECDE training, Vocational Education and Training legislations, policies & Programmes and ICT projects in the County. This includes design of the ICT infrastructure, government automation, Curriculum implementation, Development of skills, competencies, knowledge and attitudes in Youth Polytechnics. Besides, the Department offers support to education by making available bursaries and scholarships to needy students as well as building capacity of trainers & students through offering Internships, industrial attachments and mentorship programs, to grow them in to responsible, self-reliant, patriotic and economically sound adults. Reading and knowledge development culture is also promoted through empowering our libraries.

### 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 ICT, Education and Internship 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. This can also be done through the Makueni County app. 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

## SERVICE MATRIX

NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1.	Enquiries/Consultation	Face-to-face meeting, Email, 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	<ul style="list-style-type: none"> <li>• Written request;</li> <li>• Call from user;</li> <li>• Detection on the monitoring tools</li> </ul>	Free	2 working days
5.	Update content on the county website	<ul style="list-style-type: none"> <li>• Written and approved request as per the communication policy</li> <li>• A soft copy of the information</li> </ul>	Free	30 minutes
6.	Diagnosis and response to ICT Security breaches	<ul style="list-style-type: none"> <li>• Written request or call from user;</li> <li>• Detection on the network monitoring and trending system;</li> <li>• System logs;</li> </ul>	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	<ul style="list-style-type: none"> <li>• Approval by designate authority</li> <li>• Website content and design specifications</li> </ul>	Free	Within 1 month after request
9.	GoMC staff ICT Training/User support training	<ul style="list-style-type: none"> <li>• Written request for trainings;</li> <li>• Approved Training Needs Assessment Report</li> </ul>	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 CTII Trainees		Free	15 minutes
14.	Registration of CTIIs		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.	Recruitment & placement Interns	Online application	Free	1 Month
19.	Recruitment & placement of students on Industrial Attachment	Online Application	Free	5 Days