

CITIZENS' SERVICE DELIVERY CHARTER

Vision Statement

An empowered society that enjoys equal rights and opportunities

Mission Statement

Inclusivity,
Responsiveness, Transparency

Core Values

Accountability, Integrity, Equity,
Confidentiality, Respect for human rights,
Innovation and creativity, Teamwork.

We commit ourselves to render the following range of services

SERVICE RENDERED	CUSTOMER OBLIGATION	USER CHARGES	TIMELINES
ADMINISTRATION			
Customer care			
a) Visitor's reception	Courtesy	Free	Within 3 Minutes
b) Phone calls	Courtesy	Free	Within 3 Rings
c) General correspondence	Contact – Email, Phone number, Address	Free	Within 3 days
d) Technical correspondence	Contact – Email, Phone number, Address	Free	Within 7 days
e) Procurement of goods and services	Provide all relevant documentation	Free	Within GOK procurement regulations
GENDER AFFAIRS			
Gender Main streaming	Active participation	Free	Continuous
Rescue of Sexual and Gender Based violence survivors	Report on the case	Free	Within 1 day
Education and awareness creation	Active participation	Free	Continuous
Linkages and networks	Formal request	Free	Within 7 day
Provision of information and data on Gender issues	Formal request	Free	Within 14 day
Community organization and development	Membership to organized group	Free	Continuous
Groups' mapping	Certificate of registration, filled questionnaire	Free	Continuous
Hire of social halls	Formal request	Kshs 2000 - 5,000	Approval within 1 day upon payment
Social welfare	Formal request	Free	Continuous
PERSONS WITH DISABILITIES EMPOWERMENT			
Disability Mainstreaming	Active participation	Free	Continuous
Provision of Assistive devices	Assessment report	Free	Continuous
Dissemination of public information on available services and opportunities	Formal request	Free	Within 7 day
Linkages and referrals	Active participation	Free	Continuous
Awareness and education	Active participation	Free	Continuous
Lobbying and Advocacy	Active participation	Free	Continuous
Talent search	Active participation	Free	Continuous
Infrastructure development	Active participation and formal request	Free	Within 1 year
CHILDREN SERVICES			
Provision of guidance and counselling (psychosocial support) to children	Accurate information	Free	immediate
Case Management	Cooperation	Free	Continuous
Provision of advisory services on child protection	Active participation	Free	Continuous
Rescue of vulnerable and abused children	Report on the case/ Accurate information	Free	Within 1 day
Orphans and Vulnerable Children (OVC) support	Formal request and accurate information	Free	Continuous
Provision of information on children issues	Active participation and formal request	Free	Within 7 day
Follow-up on reported cases	Cooperation	Free	Continuous
YOUTH AFFAIRS			
Youth Empowerment	Active participation	Free	Continuous
Youth Employment Creation	Active participation	Free	Continuous
Youth Training and Development	Active participation	Free	Continuous
Talent Management	Formal request / active participation	Free	Continuous
Youth apprenticeship program	Formal request	Free	Continuous
Development of youth micro and small businesses	Formal request	Free	Continuous
SPORTS			
Development of sports activities	Active participation	Free	Continuous
Registration of sports clubs	Active information	Free	Continuous
Establishment of sports talent development centres and academies	Formal request	Free	Continuous
Development of sports infrastructure	Formal request	Free	Continuous

We welcome feedback on our performance so we can know to what extent we are meeting your needs

For complaints, suggestions and compliments, contact

The County Executive Committee Member
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