



OFFICE OF THE GOVERNOR

CITIZEN SERVICE DELIVERY CHARTER

We commit ourselves to render the following services:

OUR VISION

A prosperous value-based county with high-quality of life.

OUR MISSION

To provide leadership and policy direction that creates an enabling environment for inclusive, accountable, efficient and effective service delivery for quality of life.

	SERVICE RENDERED	CLIENT OBLIGATIONS	USER CHARGES	TIMELINE	RESPONSIBLE PERSON
1	Response to verbal enquiries	Request	Nil		Director Protocol Services
2	Response to phone calls & written correspondence	Call e-mails, letters	Nil	By the third ring. Within 7 working days	Director Protocol Services
3	Coordination of government business	Statutory	Nil	Continuous	County Secretary
4	Response to public complaints	Formal lodge of the complaint	Nil	Continuous	County Secretary
5	Media Briefs	Statutory	Nil	Continuous	Director Governors Press Service
6	Human Resource Services	Formal Request	Nil	Quarterly	Director, HR
7	Payroll Management	Statutory	- Nil-Primary party - Third party organizations deductions charged as per approved government rates / commission	Continuous	Payroll Manager
8	State of the County Address	Statutory	Nil	Continuous	County Secretary
9	Responding to queries from the County Assembly	- Clerk of the County Assembly writes to departments and copies the County Secretary - user departments file their responses	Nil	Annual	Director Liaison
10	Facilitating signing of MOUs	Availability of MOU and signatories	Nil	Within 14 days	Director Liaison
11	Signing of financial agreements with partners	ECM Finance to ensure availability of signatories and witnesses	Nil	Within 30 days	Director Liaison
12	Facilitating staff clearance for foreign travel		Nil	Within 21 days	Director Liaison
13	Promotion of national values and principles strengthening	Statutory	Nil	Continuous	County Secretary
14	Public Service capacity	Statutory	Nil	Continuous	County Secretary
15	Drafting of legal instruments	Cooperation Adherence to timelines	Nil	10 days	County Solicitor
16	Facilitation of drafting, review and publication of legislative proposals	- Submission of proposals - adherence to timelines	Sponsored	30 days	County Solicitor
17	Managing county litigation	- Instructions from user department - supporting documents	As invoiced	Continuous	County Solicitor

Office Hours: Monday- Friday Morning 0800-1300 Hours, Lunch Break 1300-1400 Hours, Afternoon 1400-1700 Hours

WE ARE COMMITTED TO COURTEOUS & EXCELLENT SERVICE DELIVERY

Any service 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 County Secretary
Government of Makueni County P. o Box 78-90300, Makueni
Tel : 0718 807 854
E-mail county secretary@makueni.go.ke
website www.makueni.go.ke

Chief Officer
Government of Makueni County
Tel : 0718 807 854
P.O. Box 78, 90300, Makueni
Email:governor@makueni.go.ke



OFISI YA GAVANA

MKATABA WA HUDUMA KWA WANANCHI

Tunajitolea Kutoa Huduma Zifuatazo:

MAONO YETU

Kaunti Yenye Mafanikio na Msingi wa Dhamani na Ubora wa Maisha.

MALENGO YETU

Kutoa uongozi na mwelekeo wa sera ambao unaunda mazingira wezeshi ya utoaji wa huduma jumuishi, unaowajibika, na ufanisi kwa ubora wa maisha.

	HUDUMA ZINAZOTOLEWA	WAJIBU WA MTEJA	MALIPO YA MTUMIAJI	RATIBA/MUDA	MTU MWENYE MAJUKUMU
1	Majibu kwa maswali ya maneno	Ombi	Hakuna Malipo		Mkurugenzi wa Huduma za Itifaki
2	Majibu kwa simu na mawasiliano ya maandishi	Piga simu, barua pepe, barua	Hakuna Malipo	Kwa kufikia mwisho wa kengele ya tatu. Ndani ya siku saba za kazi	Mkurugenzi wa Huduma za Itifaki
3	Utaratibu wa Shughuli za Serikali	Halali kisheria	Hakuna Malipo	Kuendelea	Katibu wa Kaunti
4	Kujibu Malalamiko ya Umma	Kuwasilisha malalamiko kwa njia rasmi	Hakuna Malipo	Kuendelea	Katibu wa Kaunti
5	Mukhtasari wa vyombo vya habari	Halali kisheria	Hakuna Malipo	Kuendelea	Mkurugenzi wa Idara ya Mawasiliano ya Gavana
6	Huduma ya Raslimali za Wafanyikazi	Ombi Rasmi	Hakuna Malipo	Kila robo mwaka	Mkurugenzi wa Raslimali ya Wafanyikazi
7	Usimamizi wa Mishahara	Halali ya Kisheria	- Hakuna Malipo, Mtu Binafsi - Kutoza mkato wa mshahara kulingana na viwango vilivyoidhinishwa na serikali	Kuendelea	Meneja wa Malipo ya Mishahara
8	Hali ya anwani ya Kaunti	Halali ya Kisheria	Hakuna Malipo	Kuendelea	Katibu wa Kaunti
9	Kujibu hoja kutoka kwa Bunge la Kaunti	- Karani wa Bunge la Kaunti huandikia idara na kunakili Katibu wa Kaunti - Idara za watumiaji huwasilisha majibu yao	Hakuna Malipo	Kila Mwaka	Mkurugenzi wa Uhusiano
10	Kuwezesha uwekaji wa sahihi za mikataba wa mawasiliano	Upatikanaji wa mkataba wa makubaliano na wadhamini wa kusaini	Hakuna Malipo	Kati ya siku kumi na nne	Mkurugenzi wa Uhusiano
11	Kusainiwa kwa mikataba ya kifedha na washirika	Waziri wa Fedha kuhakikisha upatikanaji wasaini na mashahidi	Hakuna Malipo	Kati ya siku thelathini	Mkurugenzi wa Uhusiano
12	Kuwezesha idhini ya wafanyikazi kwa safari za nje	Wafanyikazi kuwasilisha nyaraka husika kwa Katibu wa Kaunti	Hakuna Malipo	Kati ya siku ishirini na moja	Mkurugenzi wa Uhusiano
13	Kukuza maadili na uimarishaji wa kanuni za kitaifa	Halali ya Kisheria	Hakuna Malipo	Kuendelea	Katibu wa Kaunti
14	Kuimarisha uwezo wa umma	Halali ya Kisheria	Hakuna Malipo	Kuendelea	Katibu wa Kaunti
15	Kuunda vyombo vya kisheria	Ushirikiano katika kuzingatia muda wa kukamilisha majukumu	Hakuna Malipo	Siku kumi	Wakili wa Kaunti
16	Kuwezesha utayarishaji, mapitio na uchapishaji wa mapendekezo ya sheria	- Uwasilishaji wa mapendekezo - Kuzingatia muda	Kudhamini pendekezo	Siku Thelathini	Wakili wa Kaunti
17	Kusimamia maswala ya kisheria katika kaunti	- Maagizo kutoka idara ya mtumiaji - Nyaraka za kudhibitisha	Kama ilivyo faturiwa	Kuendelea	Wakili wa Kaunti

Masaa ya Ofisi: Jumatatu-Ijumaa Asubuhi 0800-1300, mapumziko ya chakula cha mchana , 1300-1400 masaa ya mchana 1400-1700.

TUMEJITOLEA KUTOA HUDUMA BORA NA YA HESHIMA

Huduma yoyote isiyokidhi viwango vilivyotajwa hapo juu au afisa yeyote ambaye hafuti ahadi ya heshima na ubora katika utoaji wa huduma anapaswa kuripotiwa kwa:

Katibu wa Kaunti
Serikali ya Kaunti ya Makueni S.L.P 78-90300, Makueni
Simu: 0718 807 854
Barua Pepe ya Kaunti secretary@makueni.go.ke
Wavuti www.makueni.go.ke

Afisa Mkuu
Serikali ya Kaunti ya Makueni
Simu: 0718 807 854
S.L.P 78, 90300, Makueni
Barua Pepe: governor@makueni.go.ke