



**DEPARTMENT OF PUBLIC SERVICE, DEVOLUTION, CITIZEN ENGAGEMENT, DISASTER  
MANAGEMENT AND HUMANITARIAN ASSISTANCE**

# Citizen Service Delivery Charter

S/No	Service/Good	Requirements to obtain the Service/Good	Cost of Service/Good (If any)	Timeline
1.	Verbal response to enquiry or communication	Clear enquiry or communication	Free	Instant
2.	Written response to enquiry or communication	Letter on enquiry or communication formally received.	Free	5 working days
		Email/ WhatsApp/ SMS on enquiry or communication formally received.	Free	5 working days
3.	Resolution of customer complaints and response to inquiries	Reported complaint or enquiry  Immediate Acknowledgement	Free	within 30 working days
4.	Industrial Attachments	Letter from the Institution  Application letter to the Director Human Resource  Group/ Personal Accident Insurance Cover  National Identity Card	Free	3 working days
5.	Claims for compensations	Strictly adhere to the provisions of the Work Injury Benefit Act (WIBA), 2007.	Free	Continuous

		Claim to be made within 30 days of the accident.		
6.	Access to information (ATI)	written request specifying the type of information sought	Not free (As provided for in Access to information Act, 2016).	14-21 working days
7.	Fire fighting	Report emergency through toll; Nakuru 0202411440 Molo 0202400203 Naivasha 0202423088 Police toll free number 112  Running call (physical report)	Calls not free	7 to 30 minutes depending on distance
8.	Saving human life, properties and recovery mission in case of disaster/ accident	Report emergency through toll; Nakuru 0202411440 Molo 0202400203 Naivasha 0202423088 Police toll free number 112  Running call (physical report)	Free	7 to 30 minutes depending on distance
9.	Building(s) safety inspection for fire compliance	Report to the office with; valid trade license  Payment receipt for fire inspection  Service provider fire installation certificate	Not Free (Determined by Finance Department)	24 to 72 Hours
10.	Provide Humanitarian assistance	written request/report  Disaster/Accident Report  Needs Assessment Report  Recommendation from the Disaster mitigation and Humanitarian Assistance Committee	Free	5 working days
11.	Inspection of hazardous materials on transit	Service provider fire installation certificate  Transporting Vehicle for inspection  Payment receipt where necessary		10 to 30 minutes.

12.	Investigation of fire occurrences (Request for fire report)	Report the fire incidence in person to the office  Do not tamper with the scene of fire  Make payment for the respective fire report	Fire report; Kshs. 20,000  Fire appliance/ engine; Kshs. 2,000 per hour  Fire Personnel; Kshs. 500 per person per hour	7 working days
13.	Review Human Resource practice, rationalize against policy and advice departments on improvement plans	Develop scopes of work Develop and validate tools  Execute assessment  Produce and disseminate report/ improvement plans  Monitor progress of improvement plans	Free	90 working days after submission
14.	Provision of Psychological counseling to County staff	Referrals from County Departments and Boards  Self-disclosure by Officers	Free	On need basis
15.	Deployment/ posting of common cadre staff across the County Departments and Boards	County Departments/ Boards to make formal requests guided by Authorized Staff Establishment  Individual Officers to officially make requests through their Authorized Officer	Free	Monthly (21 working days)
16.	Guidance/ Interpretation of Human Resource Development policies and regulations.	Relevant circular/ personnel general letters or regulations.	Free	Seven (7) working days
17.	Course Approval	Request to be submitted 5 working days prior to processing  Copy of Departmental Human Resource Management Advisory Committee (DHRMAC)	Free	Five (5) working days

		meeting minutes approving training course for candidate  Copy of admission letter from a recognized Institution.		
18.	Pay roll matters (Salary)	Written communication to reach the pay roll Administrator through the Chief Officer Public service on or before 10 <sup>th</sup> of every month.  Employee to submit dully filled bio data form and the required documents for allocation of payroll numbers  Payroll generation and submission is done on or before 20 <sup>th</sup> of every month.	Free	Fourteen (14) working days
19.	Developing/ Updating/ Reviewing of Schemes of service	Submission of both soft and hard copies of well formatted draft Scheme of Service for approval	Free	Two months
20.	Drafting of indents for advertisement of vacant positions	Approval to advertise the vacant positions from County Public Service Board	Free	One month
21.	Implementation of County Public Service Board and County Human Resource Management Advisory Committee decisions.	Human Resource Policies and Procedures manual (2016)  Circulars  Salary reviews  CHRMAC minutes	Free	Seven (7) to fourteen (14) working days depending on the issue.
22.	Undertaking training needs assessment, Analysis and evaluation of effectiveness of training studies	Request submitted two weeks before commencement of study  Study approval and work plan fully funded.	Free	Two months

		Qualified task force members		
23.	Designation, Tittles/ coding	Request from the client  Approved schemes of service/ career Progression guideline	Free	Seven (7) working days
24.	Response to routine advisory and specific correspondence on HRM related policy matters	Client to make a request in writing	Free	Seven (7) working days
25.	Leave (Annual, Maternity, Paternity).	Approved leave form  Notification of birth	Free	Seven (7) working days
26.	Communicating reviewed PC guidelines to County Departments and Boards	Nil	Free	By 30 <sup>th</sup> of May
27.	Vetting/Review (quality assurance) of Performance Contracts (PCs) for County Departments	Negotiated PCs  Representation of the Department by all parties to the Negotiations	Free	By 30 <sup>th</sup> of June
28.	County Performance evaluation	Vetted/ Signed PCs  Annual internal performance report  Evidence of achievement	Free	By 15 <sup>th</sup> of July
29.	Undertake service improvement (Business process re-engineering) and implement public service innovations	Stakeholders' engagement meetings	Free	Twenty-one (21) working days
30.	Allocation of office space	Employment/deployment letter Memo to CO Administration	Free	Seven (7) days
31.	Coordinate effective and efficient County service delivery in all decentralized units of Government.	Sub County and Ward Offices open to public  Referral to relevant county department  Collaboration with the National Government and other stakeholders	Free	Five (5) Working days  5 minutes  When called upon
32.	Enforce Compliance to County laws and regulations	Officers to identify themselves if not in Uniforms during operation.		Continuous

		<p>Operate within the rule of law</p> <p>Departments to request for support services in writing through the Chief Officer PSM</p> <p>Citizenry to comply with county laws</p> <p>Report misconduct to relevant Authority with evidence,</p>		<p>1 to 7 days (depends on urgency of the assignment)</p>
33.	Secure County building/ premises and Installations	<p>Submit/ comply with security check at entry point</p> <p>Register with customer care for direction</p> <p>County Departments/ Boards to make requests in writing through the Chief Officer PSM.</p>		<p>Instant</p> <p>7 working days</p>
34.	Citizen engagement and public participation	<p>Advance Public notice</p> <p>Agenda of the day</p> <p>Public/ Departmental request through the CO Public Participation &amp; Citizen Engagement.</p>		<p>1 to 14 working days (depends on the urgency)</p>
35.	Civic Education	<p>Advance Public notice</p> <p>Agenda of the day</p>		<p>1 to 14 working days (depends on the urgency)</p>

***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:

CECM Public Service, Devolution, Citizen Engagement, Disaster Management and Humanitarian Assistance.	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 (0)20 2270000/2303000
--	--

Disaster Management Centre, Nakuru  
Town, Block, 3<sup>rd</sup> Floor.  
Field Contact Offices; 11 Sub County HQs  
and 55 Field Ward Offices  
P.O. Box 2870-20100, NAKURU  
Telephone: +252 721 278 798  
(051)2214142  
E-Mail: [psm@nakuru.go.ke](mailto:psm@nakuru.go.ke)  
Fb: Nakuru county government-official  
twitter: [@nakurucountygav](https://twitter.com/nakurucountygav)  
Website: [www.nakuru.go.ke](http://www.nakuru.go.ke)

Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

***HUDUMA BORA NI HAKI YAKO***