



REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NAKURU
DEPARTMENT OF YOUTH, SPORTS, GENDER, SOCIAL SERVICES & INCLUSIVITY

CITIZENS' SERVICE DELIVERY CHARTER



Mission

To formulate and implement responsive social policies, nurture talent and embrace diversity.

MANDATE

social protection, gender equality youth inclusion and empowerment

VISION

An empowered, equitable and cohesive society

CORE VALUES

- Customer focus
- Professionalism
- Equity and Equality
- Integrity, Transparency and Accountability

S/NO.	SERVICE RENDERED	REQUIREMENTS FROM CLIENTS	CHARGES	TIME LINE
1	Development and rehabilitation of public sports stadia and community grounds	Letter of request to the department	Free	5 days
2	Provision of sports kits and equipment	Letter of request to the department	Free	5 days
3	Recommendation for issuance of travel documents to sports men/women	-Letter of request to the department -Invitation letter from abroad -Copy of birth certificate -Copy of ID	Free	1 day
4	Registration of sports clubs	Filled-in application form from the department	Kshs.1000	3 days
5	Hiring of sports facilities and social hall	Letter of request 2 weeks before the event	As per the County Finance Act	14 days
			fees and charges	
6	Training & capacity building in social & economic activities	Letter of request to the department	Free	5 days
7	Linkages and referrals	Letter of request to the department	Free	5 days
8	Support for relevant activities	Letter of request to the department	Free	5 days
9	Arbitration of group(s) conflicts	-Letter of request to the department -Registration certificate	Arbitration fee- Ksh.3000	7 days
10	Registration of private elderly homes and daycare centers	Application form	Application fee- ksh1000 Registration fee- ksh 5000 Annual inspection fee- ksh 5000	21 days
11	Presiding over elections for social groups	-Letter of request to the department -Group registration certificate	Ksh.1000	7 days
12	Issuance of disability mobility & assistive devices	-Letter of request to the department -Assessment from relevant bodies	Free	7 days
13	Recommendation for issuance of business waivers for Persons With Disabilities (PWD's)	-Letter of request to the department -Assessment from relevant bodies	Free	21 days (Done between January-March)
14	Economic empowerment for groups/individuals with disabilities	-Letter of request to the department -NCPWD card -Group registration certificate -Valid group bank account	Free	21 days
15	Response to enquiries	Written/verbal request	Free	verbal request-10 min Written request-7days

NOTE: All the above charges are subject to changes as per the County Finance Act.
: Our service charter is reviewed regularly to ensure that it remains relevant and focused to your needs.

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to excellence in service delivery should be reported to:

CECM-Department of Youth, Sports, Gender & Social services Head Office,
P.O BOX 3878-20100, NAKURU COUNTY
TEL: 058-22383-82 EXT. 322
Regional Commissioner Headquarters,
Club Road, Block D, 2nd Floor
P.O. Box 2870 - 20100, Nakuru

Commission secretary/ chief executive officer
commission on administrative justice
2nd Floor, West End Towers
Waiyaki way - P.O. Box 20414 - 00200, Nairobi
Tel: 0202270600 / 0800221349 (Toll Free)
Email: info@ombudsman.go.ke

THIS IS A CORRUPTION-FREE DEPARTMENT HUDUMA BORA NI HAKI YAKO



JAMHURI YA KENYA
SERIKALI YA UGATUZI LA NAKURU
AFISI YA GAVANA

IDARA YA VIJANA, MICHEZO, JINZIA NA HUDUMA ZA JAMII



MKATABA WA HUDUMA KWA RAI

MALENGO

Kuunda na kutekeleza mikataba ya kijamii, kulinda talanta na kuheshimu maoni tofauti

MAONO

Kuwa kitengo cha usawa na ushikamano wa jamii

MAADILI YA MSINGI

- Umakini wa mteja
- Umoja na usawa
- Taluma
- Uwajibikaji, uwazi na usimamizi bora

JETWALI LA HUDUMA

S/NO.	HUDUMA ZINAZOTOLEWA	WAJIBU WA MTEJA	GARAMA KWA MTEJA	MUDA WA HUDUMA
1	Ujenzi na ukarabati wa viwanja vya michezo vya umma na viwanja vya kijamii	Barua ya maombi kwa idara	Bure	Siku tano
2	Usambazaji wa sare na vifaa vya michezo	Barua ya maombi kwa idara	Bure	Siku tano
3	Utoaji na uhibishaji wa stakabati za swa wana michezo	Barua ya maombi kwa idara Barua ya mwaliko kutoka ugaibuni Cheti cha kuzaliwa Kitambulisho cha kitaifa	Bure	Siku Moja
4	Uandikishaji wa vilabu vya michezo	Fomu ya kuchazwa kutoka kwa idara	Kshs.1000	Siku tatu
5	Ukodhishaji wa vifaa ya michezo na ukumbi wa jamii	Barua ya maombi majuma mawili kabla ya matumizi	Kulingana na mapendekezo ya idara ya hazina ya gatusi ya malipo	Wiki mbili
6	Ufunzaji na ukuaji wa maswala ya kijamii na kiuchumi	Barua ya maombi kwa idara	Bure	Siku tano
7	Husiano na rufaa	Barua ya maombi kwa idara	Bure	Siku tano
8	Msaada kwa shughuli husika	Barua ya maombi kwa idara	Bure	Siku tano
9	Usuluhishi wa migorokoro vya vikundi	Barua maombi kwa idara -Cheti cha Uandikishaji	Ada usuluhishi Ksh.3000	Wiki Moja
10	Usajili wa nyumba za wazce na vituo vya utunzaji wa watoto	Fomu ya maombi	Ada ya maombi - ksh1000 Ada ya usajili - ksh 5000 Ada ya ukokuzi kwa kila mwaka - ksh 5000	Wiki Tatu
11	Kusimia uchaguzi kwa vikundi vya kijamii	-Barua ya maombi kwa idara -Cheti cha usajili wa kikundi	Ksh.1000	Wiki Moja
12	Utoaji wa vifaa ya kusaidia ulemavu	-Barua ya maombi kwa idara -Tathmini kutoka kwa idara husika	Bure	Wiki Moja
13	Mapendekezo ya utoaji wa kutolipia biashara kwa watu wenye ulemavu	-Barua ya maombi kwa idara -Tathmini kutoka kwa idara husika	Bure	Wiki Tatu (Inafan ywa kati ya mwezi wa Januari-Tatu)
14	Uwezeshaji wa kiuchumi kwa vikundi au watu wenye ulemavu	-Barua ya maombi kwa idara -Kadi ya ulemavu kutoka NCPWD -Cheti cha usajili wa Kikundi -Akaunti ya kikundi ya benki	Bure	Wiki Tatu
15	Majibu ya maswali	Maombi yalioandikwa au ya maneno	Bure	Maombi ya maneni Dakika -Kumi Ya mandishi Wiki Moja

KUMBUKA:

- Adh zote hapo jau zinakabiliwa na mabadiliko kama ilivyo wa sheria ya fedha ya serikali ya Kaunti
- Hali yetu ya huduma inakaguliwa mara kwa mara ili kuhakikisha kuwa inabaki inafaa na inazingatia mahitaji yako.

Katika tukio la kichelelewesho, kukatiwa tanna, tabia mbaya, kutokuwa na ufaizi au kutokujali wasiliana na ofisi ya:

Waziri - Ofisi ya Idara ya Vijana, michezo,
Jinzia na Huduma za Jamii,
S.L.P 3878-20100, NAKURU
Simu: 058-22383-82 EXT. 322
Mkano mkazi ya Kimichezo wa Mkoa wa Rift Valley
Barabara ya Club
Block D, Urofu ya Pili
S.L.P 2870-20100,
Nakuru

Piga simu ya bure: 0800221349 ama
0202270600/2303000/26033765
Namburi fupi ya sms: 15700(wasajili wa Safaricom)
Barua pepe: complaints@ombudsman.go.ke
Malumiko/www.ombudsman.go.ke

HII NI IDARA ISİYORUHUSU UFISADI HUDUMA BORA NI HAKI YAKO