



REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NAKURU
DEPARTMENT OF EDUCATION, ICT & E-GOVERNMENT& PUBLIC COMMUNICATION

a) Vision

A globally competitive education, training innovation and integration of ICT solutions for sustainable development

b) Mission

To provide, promote and coordinate quality education, training and ICT services for sustainable development

THE CUSTOMER SERVICE CHARTER

DIVISION OF EARLY CHILDHOOD DEVELOPMENT EDUCATION

NO	SERVICES RENDERED	CUSTOMER OBLIGATION	CHARGES	TIMELINESS
1	Enrolment of ECDE learners	Avail the child and provide proof of age: Birth Certificate, Birth notification, Immunization card, Physical Assessment	Free	Immediately
2	ECDE Teacher Management (Placement/Discipline/ Capacity Building/Appraisal)	Request for the service	Free	Depending on the service
3	Monitoring and Evaluation of ECDE	Familiarization with Policy documents, Contract documents	Free	All the time

	Programmes and Projects			
4	Disbursement of Bursary to needy students	Duly filled Application form with necessary attachments	Free	Three to five months
5	Provision of ECDE Teachers	Raise the need in Public Participation Fora	Free	Depends on availability of funds and recruitment process
6	ECDE Data Collection, management and reporting	Request for the data	Free	Within three days depending on data requested for.
7	Provision/renovation of ECDE Infrastructure, and teaching/learning material	Raise the need in Public Participation Fora	Free	Within the next Financial Year
8	Coordination of Co-Curricular Activities	Avail participants	Free	On Termly Basis
9	Support of early childhood nutrition and health through school feeding programmes and growth monitoring	Provision of reliable information on learners	Free	All the time

DIVISION OF VOCATIONAL TRAINING

NO	SERVICES RENDERED	CUSTOMER OBLIGATION	CHARGES	TIMELINESS
1	Enrollment of Trainees into Vocational training centers(Vtcs) for technical skills	<ul style="list-style-type: none"> Have a minimum of KCPE 	Between Kshs 5,000 to Kshs 30,000 depending on the course and accommodation	3 months- 2 Years
2	Implementing of the CBET curriculum for VTC's	<ul style="list-style-type: none"> Have qualified instructors Provide required infrastructure ,Tools and Equipment 		3 months- 2 Years
3	Co-ordinate registration of Vocational training centres	<ul style="list-style-type: none"> Valid land ownership documents Duly filled up application forms Public health inspection report Institution inspection report Payment of registration fees 	Public VTCs Kshs 5,000 and a Private Kshs 10,000(payable to TVETA)	1 Month
4	Disbursement of Vocational Training Centres Capitation funds	<ul style="list-style-type: none"> Registration with TVETA Separate SVTCSG account 	Free	First Term Second Term Third Term
5	Training members of Boards of Governors from Vocational training centres	<ul style="list-style-type: none"> Authentic list of Members Provide venue for training 	Free	2 Weeks
6	Capacity Building of VTC officers, Principals and trainers	<ul style="list-style-type: none"> Training Need Analysis Provide venue for the training 	Free	2 Weeks
7	Provision of guidance and counseling services for trainees in Vocational training centres	<ul style="list-style-type: none"> Request for the service 	Free	2 Weeks

8	Coordination of co-curricular, creativity and innovation activities	<ul style="list-style-type: none"> • Volunteer for the activity • Manifestation of creative and innovative talent 	Free	Depends on season. Whenever talent is evident
9	Provision of Infrastructure, tools and Equipment to Vocational training centres	<ul style="list-style-type: none"> • A registered public VTC. • Provide basic infrastructure. • Availability of secure workshop • Provide tools and equipment 	Free	1 year

DIVISION OF ICT AND PUBLIC COMMUNICATION

NO	SERVICES RENDERED	CUSTOMER OBLIGATION	CHARGES	TIMELINESS
1	ACCESS TO WIFI	WIFI ACCESS GADGETS	FREE	ALWAYS
2	TRAINING COUNTY RESIDENTS ON DIGITAL LITERACY	TO AVAIL THEMSELVES FOR TRAINING	FREE	6WEEKS (DEPENDING ON THE COURSE)
3	DEVELOPMENT OF ICT TECHNICAL SPECIFICATIONS FOR DEPARTMENTS	SUBMIT REQUIREMENTS FOR AUTOMATION	FREE	ONE WEEK
4	PROVISION OF USER SUPPORT TO DEPARTMENTS	MAKE REQUEST FOR SUPPORT	FREE	ALWAYS
5	PUBLIC RELATIONS	PROVIDE OPINION ON SERVICE DELIVERY	FREE	DAILY

6	UPDATING COUNTY WEBSITE	ACCESS TO WEBSITE	FREE	ALWAYS
7	PUBLIC COMMUNICATION	ACCESS TO GOVERNMENT INFORMATION	FREE	DAILY