



COUNTY MINISTRY OF CULTURE, GENDER, YOUTH, ICT, SPORTS & SOCIAL SERVICES

CITIZEN SERVICE DELIVERY CHARTER

VISION	MISSION	CORE VALUES	OUR SERVICE STANDARDS
A self-esteemed, innovative, socially and economically empowered society.	To develop sustainable socio cultural products, gender mainstreaming, youth empowerment, promotion of e-government services, sustainable sports programs and provision of social services using innovative information communication technologies through sound policy formulation and implementation.	<ul style="list-style-type: none"> • Professionalism: • Integrity: • Teamwork: • Accountability: • Transparency: • Fairness and Equity: 	Our Ministry in the County Government of Kitui aims to deliver services in accordance to the following standards;

We are committed to transparent and excellence in service delivery.

Service(S) Rendered	Client Obligation(S) / Requirement(S)	Charges (Kshs)	Standard	Responsible Department/Section
General Service Delivery	Answer telephone calls	Nil	Within 3 rings	All Departments
	Attend to clients on arrival	Nil	Within 10 min	All Departments
	Response to correspondence	Nil	Within 7 days	All Departments
	Response to inquiries	Nil	Within 5 mins	All Departments
	Acknowledge compliments and complaints	Nil	Within 5 mins	All Departments
	Serve all clients and stakeholders at all service delivery points	Nil	Promptly and courteously	All Departments
Gender Mainstreaming	One third gender representation policy on appointments, promotions and employment in public services	Nil	Continuous	Gender and All Departments
Youth and Women Empowerment	30% of the value of government tenders are allocated to the youth and women enterprise	Nil	Continuous	All Departments
Dissemination of Cultural Information	Provide correct and accurate information on request	Nil	Continuous Within 1 Day	Culture Department
Dissemination of Sports Information	Provide correct and accurate information on request	Nil	Continuous Within 1 Day	Sports Department
Dissemination of Social Services Information	Provide correct and accurate information on request	Nil	Continuous Within 1 Day	Social Services Department
Capacity Building of Youth Groups, Women groups, Vulnerable Groups, etc	Capacity gaps	Nil	On Request Continuous	All Departments
Monitoring Women, Youth Groups	Performance Reporting	Nil	Continuous	All Departments
Extension services to women, youth groups	Capacity gaps	Nil	Continuous	All Departments
ICT Advisory Services	Provide ICT troubleshooting support	Nil	Within 1 hour of receiving request	ICT Department
ICT Helpdesk Support	ICT equipment/services specification	Nil	Within 1 Day	ICT Department
Website Updating	Upon receipt of information from user department	Nil	Within 1 Day	ICT Department
Provide internet connectivity to county offices	Upon receipt of internet connectivity request or incident	Nil	Within 1 hour of incident reporting, 1 day of internet connectivity request	ICT Department

Our Service Standards

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For Enquiries / Complaints

Where it is possible, we will deal with complaints immediately. If you are not satisfied with our response, you shall raise your concerns formally in writing to:

Culture, Gender, Youth, ICT, Sports and Social Services

The Chief Officer
Culture, Gender & Social Services
Email Address:
culture@kitui.go.ke
gender@kitui.go.ke

The Chief Officer
Youth, ICT, Sports & Innovation
Email Address:
youth@kitui.go.ke
ict@kitui.go.ke
sports@kitui.go.ke
socialservices@kitui.go.ke

Mobile No: +254 702 615 888
Email: info@kitui.go.ke
Website: www.kitui.go.ke



The County Executive Committee Member
Phoebe Mutemi
Mobile No: +254 702 615 888
Email Address: phoebe.mutemi@kitui.go.ke

The Chief Executive Officer (Ombudsman) Commission on
Administrative Justice West End Towers, 2nd floor
P. O. Box 20414 – 00200 Nairobi
Tel: +254 20 2270000; www.ombudsman.go.ke