

# THE COUNTY GOVERNMENT OF KITUI



## MINISTRY OF EDUCATION, TRAINING AND SKILLS DEVELOPMENT

### CITIZENS' SERVICE DELIVERY CHARTER

MANDATE	VISION	MISSION	CORE VALUES
To promote Access to Quality Early Childhood Development and Education (ECDE) and relevant Training and Skills Development.	Quality and Inclusive Early Childhood Development and Education (ECDE), Training and Skills Development for improved socio-economic wellbeing of the people.	To promote Quality Education and Training access, retention and transition from ECDE and enhance relevant training and skills development programs for sustainable livelihoods.	<ul style="list-style-type: none"> <li>Efficiency and Effectiveness</li> <li>Customer Focus</li> <li>Transparency and Accountability</li> <li>Integrity</li> <li>Inclusivity</li> </ul>

#### OUR SERVICE STANDARDS

Services	Obligation/ Requirement	Charges	Standard Time Frame	Responsible Department/Section
Handling Customer Complains / Compliments/ Suggestions /Appointments	Letters	Nil	Within 7 working days	Heads of department
	Email	Nil	Within 7 working days	
	Visiting	Nil	30 minutes	
Selection and admission of Trainees in Vocational Training Centres	<ul style="list-style-type: none"> <li>Open</li> <li>Meeting the required minimum qualification</li> </ul>	Nil	Issuance of Admission letters two weeks before admission	Managers of Institutions
Appointment of Boards of Management in Youth Polytechnics	List of nominees and minutes of nomination panels / Bio data of nominated members	Nil	Within 30 working days after receipt of lists of nominees	CECM - Education Training and Skills Development
Disbursement of Pro-poor fees support to needy students	Lists from public participation forums forwarded by Ward Administrators	Nil	Within 45 days after receipt of lists from Ward Administrators	Chief Officer, Basic Education, ECDE & Childcare Facilities
Capacity Building of ECDE Teachers	Identified training needs	Cost sharing	Atleast one training session per year	Department of Basic Education, ECDE and Childcare Facilities
Procurement of Infrastructural Projects for ECDE Schools and Vocational Training Centres	<ul style="list-style-type: none"> <li>Prioritized Projects</li> <li>procurement Plan</li> <li>Budget</li> </ul>	Nil	Within financial year	Chief Officers, Basic Education, Training and Skills Development
Deployment / Transfer of ECDE Teachers to ECDE Schools	<ul style="list-style-type: none"> <li>On need basis</li> <li>within budget</li> </ul>	Nil	Within two weeks after receipt of request.	Chief Officer, Basic Education, ECDE and Childcare Facilities
Deployment / Transfer of Instructors in Vocational Training Centres (VTC)	<ul style="list-style-type: none"> <li>On need basis</li> <li>Within budget</li> </ul>	Nil	Within two weeks after receipt of request.	Chief Officer, Training and Skills Development

**Our contacts:**  
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 Kitui

**For: Complaints / compliments/ Comments Please Contact:**  
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