

**GOVERNOR'S SERVICE DELIVERY UNIT
AND PUBLIC COMMUNICATION**

CITIZENS' SERVICE DELIVERY CHARTER

VISION STATEMENT	MISSION STATEMENT	CORE VALUES
To be a prosperous County with Focused, Transformational and Prosperity-Oriented Agenda with Strategic Communication Initiatives.	To create and sustain efficient and effective public communication and to track the implementation of the development blueprint (The Kitui Promise) which stipulates the sixteen (16)-sector development priorities.	<ul style="list-style-type: none"> • Efficiency and Effectiveness; • Customer Focus; • Transparency and Accountability; • Integrity; • Inclusivity

No	Service(s) Rendered	Client Obligation(s) / Requirement(s)	Cost (Kshs)	Timeframe
1.	Attend to visitors on arrival	Cooperation. Clear communication	Free	Within 5 minutes
2.	Receive incoming calls	Cooperation and clarity	Free	Within 3 rings
3.	Response to enquiries, complaints and compliments	Raise concerns through use of appropriate channels: letters to Customer Information desk, Email, Suggestion box, Telephone, Facebook, Twitter and Participation in surveys	Free	Within one week
4.	Response to request for information	Raise requests through use of appropriate channels: customer Information desk, Email, Telephone and letters	Free	Within one week
5.	Provision of access to publications	Visit County website	Free	Continuous
6.	Provide awareness to citizens on emerging issues	Identified issue affecting the citizens	Free	Continuous

OUR SERVICE STANDARDS

Our customers will be attended to in a professional and courteous way. Calls will be answered at all times and emails will be responded to during official working hours of 8.00 am-5.00 pm.

HOW TO MAKE A COMPLAINT

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:

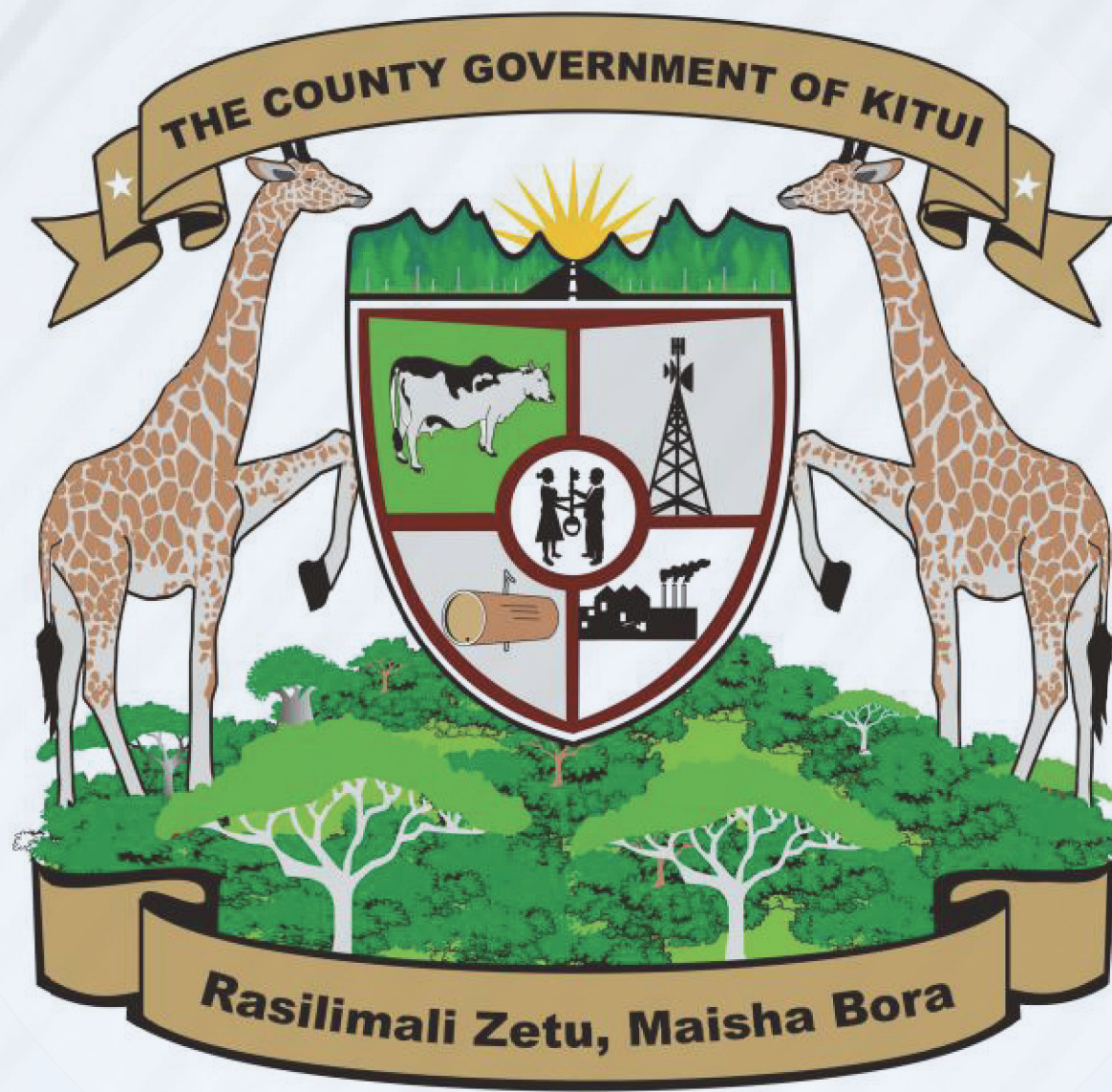
County Executive Committee Member
Overseeing Office of the Governor's Departments
Governors' Administration Block
P. O. Box 33 - 90200 Kitui
Tel: +254 702615888;
kituicounty@kenya.go.ke

OR

The Chief Executive Officer (Ombudsman)
Commission on Administrative Justice
West End Towers, 2nd floor
P. O. Box 20414 - 00200 Nairobi
Tel: +254 20 2270000
Toll free: 0800 221349
www.ombudsman.go.ke

"Where Everyone Matters in Transforming Livelihoods Sustainably"

QUALITY SERVICE IS YOUR RIGHT



KITENGO CHA UTOAJI HUDUMA KATIKA OFISI YA GAVANA NA MAWASILIANO KWA UMMA

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

MAONO YETU	DHAMIRA YETU	MAADILI NA KANUNI ZETU ZA KIMSINGI
Kuwa Kaunti Yenye Ufanisi na Yenye Ajenda Inayolenga Kuleta Mabadiliko Ya Kijamii Kwa Kutumia Mikakati Bora ya Mawasiliano.	Kuunda na Kudumisha Mawasiliano Yenye Manufaa na Vile Vile Kufuatilia Utekelezaji wa Miradi ya Maendeleo Iliyotibiwa Kwenye Mpango wa Utekelezaji wa Miradi (Ahadi ya Kitui) Ambao Unalenga Hasa Sekta 16 Zilizopewa Kipaumbele.	<ul style="list-style-type: none">• Ufanisi;• Mtazamo wa Wateja;• Uwazi na Uwajibikaji;• Uadilifu;• Ujumuishaji

No	Service(s) Rendered	Client Obligation(s) / Requirement(s)	Cost (Kshs)	Timeframe
1.	Kuwahudumia wageni wanapowasili	Ushirikiano. Mawasiliano wazi	Hakuna malipo	Ndani ya dakika 5
2.	Kupokea simu zinazolingia	Ushirikiano na uwazi	Hakuna malipo	Ndani ya milio 3
3.	Kujibu maswali, malalamishi na pongezi	Kutoa malalamishi kupitia kwa njia za mawasiliano mwafaka: barua kwa dawati la taarifa za wateja, barua pepe, sanduku la maoni, simu, mitandao ya Facebook na Twitter, na kushiriki katika tafiti	Hakuna malipo	Ndani ya wiki moja
4.	Kujibu ombi la habari	Kutoa ombi kupitia kwa njia za mawasiliano mwafaka: dawati la taarifa za wateja, barua pepe, simu na barua	Hakuna malipo	Ndani ya wiki moja
5.	Kurahisisha upatikanaji wa makala/machapisho	Tembelea tovuti ya Serikali ya Kaunti	Hakuna malipo	Kuendelea
6.	Kutoa ufahamu kwa wananchi /raia kuhusu maswala ibuka	Maswala yaliyobainiwa kuathiri wananchi/raia	Hakuna malipo	Kuendelea

VIWANGO VYETU VYA HUDUMA

Wateja wetu watahudumiwa kwa njia ya kitaalamu na adabu. Simu zitajibiwa wakati wote na barua pepe zitajibiwa wakati wa saa rasmi za kazi baina ya saa 2 asubuhi na saa 11 jioni.

JINSI YA KUWASILISHA MALALAMIKO

Inapowezekana, tutashughulikia malalamiko mara moja. Iwapo hutaridhika na jibu letu utawasilisha malalamishi yako kwa njia ya maandishi kwa:

Waziri wa Ofisi ya Idara za Gavana
Ofisi ya Gavana
Sanduku la Posta: 33 - 90200 Kitui
Simu Tamba: +254 702615888;
Tovuti: kituicounty@kenya.go.ke

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Tume ya Haki ya Utawala
West End Towers, Ghorofa ya 2
Sanduku la Posta: 20414 - 00200, Nairobi
Simu: +254 20 2270000
Bila malipo: 0800 221349
Nambari ya huduma ya ujumbe mfupi: 15700

“Ambapo Kila Mtu ni Muhimu katika Kuboresha Maisha kwa Njia Endelevu”

HUDUMA BORA NI HAKI YAKO