



OFFICE OF THE GOVERNOR CITIZEN SERVICE DELIVERY CHARTER

VISION	MISSION	CORE VALUES
A Prosperous County with Vibrant Rural and Urban Economies whose People Enjoy a High Quality of Life.	To Provide Effective County Services and Enabling Environment for Inclusive and Sustainable Socio-Economic Development and Improved Livelihoods for All.	<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.	Handle customer complaints/complements/suggestions/appointments	Visits, telephone calls	Nil	Within 7 days
2.	Respond to customer calls	Dully filled request form, emails, letters, visits	Nil	Within the first 3 days
3.	Provide feedback	Dully filled request form, emails, letters, visits	Nil	Within 7 days
4.	Facilitate payments of bereavement entitlements to the next of kin	Dully filled application form, national identity card/ passport of next of kin, death permit	Nil	Within 48 hours
5.	Facilitate payments of retirement benefits for retirees	Dully filled retirement application form	Nil	Within 1 month upon retirement
6.	Access to policy documents and publications in the policy repository and website	Visit website and repository to access content	Nil	Real time
7.	Organize protocol for County functions and National Day celebrations	Formal request	Case by Case	Within 1 day
8.	Facilitate citizen participation in County governance	Formal request	Nil	Within 14 days
9.	Provide awareness to citizens on emerging issues	Identified issue affecting the citizens	Case by Case	Within 14 days
10.	Coordinate County Government business on behalf of County ministries at the grass root level.	Formal request	Case by Case	Real time
11.	Communicate County Government policies, plans and programmes at the grass root level	Formal request	Case by Case	Real time
12.	Mobilization and awareness creation on County Government policies, plans and programmes at the grass root level	Formal request	Case by Case	Real time
13.	Provide a feedback mechanism on County Government Business at the grass root level	Identified issues affecting the citizens	Nil	Real time
14.	Coordination of state and non-state partners with County Ministries and Departments	Goodwill Memorandum of Understanding	Case by Case	Real time
15.	Lobbying and advocacy for enhanced service delivery to state and non-state partners	Goodwill Memorandum of Understanding	Case by Case	Real time

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
Oversighting Office of the Governor's Departments
Governor's Administration Block
P. O. Box 33 – 90200 Njiru
Tel: +254 702615886;
kiboko@kenya.go.ke



The Chief Executive Officer (Ombudsman)
Commission on Administrative Justice
West End Towers, 2nd floor
P. O. Box 20414 – 00206 Nairobi
Tel: +254 20 2270000;
www.ombudsman.go.ke