



PUBLIC SERVICE MANAGEMENT AND GENERAL ADMINISTRATION DEPARTMENT

CITIZEN SERVICE DELIVERY CHARTER

VISION	MISSION	CORE VALUES
A Customer focussed Public Service.	To transform the Kitui County Public Service for efficient and effective delivery of services.	<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.	Provide feedback/Information on Community Level Infrastructure Development Programme (CLIDP) and pro-poor projects	Dully filled request form, emails, letters, visits	Nil	Within 7 days
3.	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
4.	Facilitate payments of retirement benefits for retirees	Dully filled retirement application form	Nil	Within 1 month upon retirement
5.	Access to policy documents and publications in the policy repository and website	Visit website and repository to access content	Nil	Real time
6.	Respond to public complaints and comments on enforcement	Dully filled complaint form, emails, letters, visits, telephone calls	Nil	Within 24 hours

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:

Chief Officer
 Public Service Management and General Administration
 Governor's Administration Block
 P. O. Box 33 – 80200 Kitui
 Tel: +254 762015886;
 Email: info@kituigo.ke



The Chief Executive Officer (Ombudsman)
 Commission on Administrative Justice
 West End Towers, 2nd floor
 P. O. Box 28414 – 00200 Nairobi
 Tel: +254 20 2270000;
www.ombudsman.go.ke

