



OFFICE OF THE GOVERNOR DECENTRALIZED UNITS, SEKEB AND INTERGOVERNMENTAL RELATIONS

CITIZEN SERVICE DELIVERY CHARTER

VISION	MISSION	CORE VALUES
To have Empowered Communities that Embrace National Values and Imbued with Leadership, Administrative and Communication Capacity to Effectively Participate in Governance at the Local Levels.	To ensure and coordinate the participation of communities in governance at the local level and assist the communities develop the administrative capacities for the effective exercise of the functions, powers and participation in governance at the local level.	<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.	Facilitate citizen participation in County governance	Formal Request	Nil	Within 14 days
2.	Provide awareness to citizens on emerging issues	Identified issues affecting the citizens	Case by Case	Within 14 days
3.	Coordinate County Government business on behalf of County ministries at the grass root level.	Formal request	Case by Case	Realtime
4.	Communicate County Government policies, plans and programmes at the grass root level	Formal request	Case by Case	Realtime
5.	Mobilization and awareness creation on County Government policies, plans and programmes at the grass root level	Formal request	Case by Case	Real time
6.	Provide a feedback mechanism on County Government Business at the grass root level	Identified issues affecting the citizens	Nil	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:

Chief officer
Decentralized Units, SEKEB and Intergovernmental Relations
Kitui Municipality Block, 2nd Floor
P. O. Box 33 – 90200 Kitui
Tel: +254 702615888;
kituicounty@kenya.go.ke



County Executive Committee Member
Deans Office of the Governors Departments
Governors Administration Block
P.O Box 33 – 90200, Kitui
Tel + 254 702615888
kituicounty@kenya.go.ke