



**COUNTY PUBLIC SERVICE BOARD (CPSB)
CITIZEN SERVICE DELIVERY CHARTER**

Preamble:	The County Public Service Board commits itself to offering quality services to all its stakeholders in an effective and timely manner and to abiding by their Citizen Service Charter.
Vision statement:	An excellent county public service that provides effective services and promotes the people to champion service delivery
Mission statement:	To align human resource, support systems and functions to achieve efficiency and effectiveness in service delivery
Values:	<i>Professionalism, integrity, creativity, team spirit, fairness, equity, transparency and accountability</i>
Core functions:	<ol style="list-style-type: none">1. Establishes and abolishes offices in the county public service,2. Appoints persons to hold and to act in offices in the county public service including confirming appointments,3. Exercises disciplinary control over staff in the county public service,4. Prepares regular reports for submission to the county assembly on the execution of its functions,5. Promotes ethical standards in the operations of the county public service,6. Develops a coherent, integrated HR planning and budgeting for personnel emoluments in the county,7. Advises on the implementation and monitoring of performance management system,8. Makes recommendations to SRC on county public service.

Citizen's Obligations	Citizen Service Guarantee & Service Standards
Citizens are obligated to: <ol style="list-style-type: none">1. Meet the qualifications and have other requirements needed when applying for any job,2. Seek clarification on any complaint forwarded to the CPSB,3. Abide by the legal requirements and guidelines in respect of services offered by CPSB,4. Treat the CPSB staff with courtesy and integrity,5. Meet the integrity and leadership principles to access services offered by the CPSB,6. Bring in ideas to help the CPSB improve its performance.	<u>We are committed to the following service provision standards:</u> <ol style="list-style-type: none">1. Quality services that conform with the best human resource practices and customer driven requirements,2. Fairness, integrity and respect in all our dealings with customers and stakeholders,3. Excellence and accountability by integrating our service standards into our organizational culture and service delivery outcomes,4. Timely, accurate and reliable information,5. Prompt response to all written and verbal enquiries from our customers and stakeholders in an easy, clear and effective manner,6. Timely attendance to requests from the departments and other stakeholders,7. Efficient and effective conduct of our activities.

Citizen Service Charter Matrix

No.	Service Offered	Citizen Requirement	Cost	Time
-----	-----------------	---------------------	------	------

1	Attend to visitors (on first contact) to Board offices with or without appointment	✓ Cooperation ✓ Duly filled inquiry form	Free	Within 1 day
2	Responding to general enquiries and correspondence	✓ Clearly stated subject ✓ Provide brief history of the issue	Free	5 days
3	Creation of offices	✓ Written request for establishment of an office by the concerned head of department ✓ Approved departmental organogram ✓ Documents showing proof of funding for the office to be established	Free	30 days
4	Abolishment of offices	✓ Written request for abolishment of the office(s) ✓ Sufficiently documented evidence as to why the office should be abolished	Free	30 days
5	Advertisement of vacant job positions	✓ Application letter ✓ Curriculum vitae ✓ Copy of national identity card ✓ Copies of academic certificates ✓ Copies of professional certificates and all other testimonials	Free	14 days
6	Shortlisting of candidates for advertised Job Positions	✓ Proof of meeting the minimum requirements as per the advert ✓ Proof of meeting the requirements as per chapter six of the constitution ✓ Proof of no canvassing	Free	14 days
7	Interviewing Shortlisted candidates	✓ Originals and certified copies of academic and professional documents ✓ Original and certified copy of national identity card ✓ All other documents as per the advert	Free	14 days
8	Notification of successful and unsuccessful candidates for job Interviews	✓ Provision of correct contacts during application	Free	14 days
9	Promotion of serving officers	✓ Shortlisted candidates should appear for interviews with ✓ Original Academic & Professional certificates ✓ Original letter of appointment to the current position ✓ Original National ID Card ✓ Testimonials and recommendations	Free	30 days
10	Appointment of new officers	✓ Clearance from Directorate of Criminal Investigations (DCI), Kenya Revenue Authority (KRA), Ethics and Anti-Corruption Commission (EACC), Higher Education Loans Board (HELB), Criminal Investigating Department (CID) and Credit Reference Bureau (CRB) ✓ Two coloured passport size photos	Free	7 days
11	Audit of offices and departments on values and principles – articles 10 & 232 and the Public Service (Values and Principles) Act, 2015	✓ Officers and the public to familiarize themselves with the values and principles expected of public officers ✓ Citizens to report cases of malpractice to the CPSB	Free	Annually

12	Promotion of values and principles in the county public service	✓ Citizen feedback on adherence to the values and principles expected	Free	Continuously
13	Investigation of the violation of any values and principles	✓ Written complaint	Free	30 days
14	Determination of disciplinary cases and appeals by staff in the County Public Service	✓ Evidence of investigation reports for or against the cases submitted		60 days
15	Handling of Public service human resource complaints and grievances	✓ Written complaint	Free	30 days

Feedback corner

For any query or concern please contact:

The Chairperson,
Elgeyo Marakwet County Public Service Board,
P.O. Box 665-30700, ITEN
Telephone No. 0710276166

Alternatively, you can contact our Complaints Handling Committee:

Tel: +254 710276166

Email: secretarycpsb@elgeyomarakwet.go.ke

Physical Address: ITEN

Postal Address: P.O. BOX 665-30700

Website: www.elgeyomarakwetcpsb.org/

Office Hours: Monday – Friday, 8.00am – 1.00pm & 2.00pm – 5.00pm

You can also drop your complaint/suggestion in the suggestion box located at the Public Service Board reception.

You can also seek redress by filing a complaint with the Commission on Administrative Justice:

The Commission Secretary
Commission on Administrative Justice
West end Towers, 2nd floor
Waiyaki Way - Westlands
P.O. Box 20414-00200
NAIROBI
Email: complain@ombudsman.go.ke





ELGEYO MARAKWET

COUNTY PUBLIC SERVICE BOARD

Huduma na Haki

COUNTY PUBLIC SERVICE BOARD (CPSB)
CITIZEN SERVICE DELIVERY CHARTER

Vision statement

An excellent county public service that provides effective services and promotes the people to champion service delivery

Mission statement

To align human resource, support systems and functions to achieve efficiency and effectiveness in service delivery

Values

Professionalism, integrity, creativity, team spirit, fairness, equity, transparency and accountability

No.	Service Offered	Citizen Requirement	Cost	Time
1	Responding to general enquiries and correspondence	✓ Clearly stated subject ✓ Provide brief history of the issue	Free	5 days
2	Attend to visitors (on first contact) to Boardoffices with or without appointment	✓ Cooperation ✓ Duly filled inquiry form	Free	Within 1 day
3	Creation of offices and abolition of offices	✓ Formal request for establishment/abolishment of an office by the concerned head of department ✓ Supporting documents	Free	30 days
4	Advertisement of vacant job positions	✓ All documents cited in the advertisement	Free	14 days
3	Shortlisting & interview of candidates	✓ Proof of meeting the minimum requirements as per the advert ✓ Availing all documents as per the advert	Free	28 days
4	Promotion of serving staff	✓ Documented proof of promotion ✓ Meeting all other requirements set out in the scheme of service ✓ Testimonials and Recommendations	Free	30 days
5	Appointment of new officers	✓ All documents cited in the advertisement	Free	7 days
6	Determination of disciplinary cases and appeals by staff in the County Public Service	✓ Evidence of investigation reports for or against the case submitted	Free	60 days
7	Promotion of values and principles in the county public service	✓ Citizen feedback on adherence to the values and principles expected	Free	Continuously
8	Advisory services on HR issues	✓ Request for services	Free	Continuously
9	Submission of reports to the County Assembly/departments	✓ Formal request	Free	Periodically
10	Handling customer grievances	✓ Written request	Free	30 days
11	Handling human resource appeals	✓ Written sanction	Free	21 days

Feedback corner

For any query or concern please contact:

The Chairperson,
Elgeyo Marakwet County Public Service Board,
P.O. Box 665-30700, ITEN
Telephone No. 0710276166

Alternatively, you can contact our Complaints Handling Committee:

Tel: +254 710276166
Email: secretarycpsb@elgeyomarakwet.go.ke
Physical Address: ITEN
Postal Address: P.O. BOX 665-30700
Website: www.elgeyomarakwetcpsb.org/

Office Hours: Monday –Friday, 8.00am – 1.00pm & 2.00pm – 5.00pm

You can also drop your complaint/suggestion in the suggestion box located at the Public Service Board reception.

You can also seek redress by filing a complaint with the Commission on Administrative Justice:

The Commission Secretary
Commission on Administrative Justice
West end Towers, 2nd floor
Waiyaki Way - Westlands
P.O. Box 20414-00200
NAIROBI
Email: complain@ombudsman.go.ke



MINISTRY FOR FOREIGN
AFFAIRS OF FINLAND