



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

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

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

**Citizen Service Charter Matrix**

<b>No.</b>	<b>Service Offered</b>	<b>Citizen Requirement</b>	<b>Cost</b>	<b>Time</b>
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1	Attend to visitors (on first contact) to Board offices with or without appointment	<ul style="list-style-type: none"> <li>✓ Cooperation</li> <li>✓ Duly filled inquiry form</li> </ul>	Free	Within 1 day
2	Responding to general enquiries and correspondence	<ul style="list-style-type: none"> <li>✓ Clearly stated subject</li> <li>✓ Provide brief history of the issue</li> </ul>	Free	5 days
3	Creation of offices	<ul style="list-style-type: none"> <li>✓ Written request for establishment of an office by the concerned head of department</li> <li>✓ Approved departmental organogram</li> <li>✓ Documents showing proof of funding for the office to be established</li> </ul>	Free	30 days
4	Abolishment of offices	<ul style="list-style-type: none"> <li>✓ Written request for abolishment of the office(s)</li> <li>✓ Sufficiently documented evidence as to why the office should be abolished</li> </ul>	Free	30 days
5	Advertisement of vacant job positions	<ul style="list-style-type: none"> <li>✓ Application letter</li> <li>✓ Curriculum vitae</li> <li>✓ Copy of national identity card</li> <li>✓ Copies of academic certificates</li> <li>✓ Copies of professional certificates and all other testimonials</li> </ul>	Free	14 days
6	Shortlisting of candidates for advertised Job Positions	<ul style="list-style-type: none"> <li>✓ Proof of meeting the minimum requirements as per the advert</li> <li>✓ Proof of meeting the requirements as per chapter six of the constitution</li> <li>✓ Proof of no canvassing</li> </ul>	Free	14 days
7	Interviewing Shortlisted candidates	<ul style="list-style-type: none"> <li>✓ Originals and certified copies of academic and professional documents</li> <li>✓ Original and certified copy of national identity card</li> <li>✓ All other documents as per the advert</li> </ul>	Free	14 days
8	Notification of successful and unsuccessful candidates for job Interviews	<ul style="list-style-type: none"> <li>✓ Provision of correct contacts during application</li> </ul>	Free	14 days
9	Promotion of serving officers	<ul style="list-style-type: none"> <li>✓ Shortlisted candidates should appear for interviews with</li> <li>✓ Original Academic &amp; Professional certificates</li> <li>✓ Original letter of appointment to the current position</li> <li>✓ Original National ID Card</li> <li>✓ Testimonials and recommendations</li> </ul>	Free	30 days
10	Appointment of new officers	<ul style="list-style-type: none"> <li>✓ 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)</li> <li>✓ Two coloured passport size photos</li> </ul>	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	<ul style="list-style-type: none"> <li>✓ Officers and the public to familiarize themselves with the values and principles expected of public officers</li> <li>✓ Citizens to report cases of malpractice to the CPSB</li> </ul>	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](mailto:secretarycpsb@elgeyomarakwet.go.ke)

Physical Address: ITEN

Postal Address: P.O. BOX 665-30700

Website: [www.elgeyomarakwetcpsb.org/](http://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](mailto: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	<ul style="list-style-type: none"> <li>✓ Clearly stated subject</li> <li>✓ Provide brief history of the issue</li> </ul>	Free	5 days
2	Attend to visitors (on first contact) to Board offices with or without appointment	<ul style="list-style-type: none"> <li>✓ Cooperation</li> <li>✓ Duly filled inquiry form</li> </ul>	Free	Within 1 day
3	Creation of offices and abolishment of offices	<ul style="list-style-type: none"> <li>✓ Formal request for establishment/abolishment of an office by the concerned head of department</li> <li>✓ Supporting documents</li> </ul>	Free	30 days
4	Advertisement of vacant job positions	<ul style="list-style-type: none"> <li>✓ All documents cited in the advertisement</li> </ul>	Free	14 days
3	Shortlisting & interview of candidates	<ul style="list-style-type: none"> <li>✓ Proof of meeting the minimum requirements as per the advert</li> <li>✓ Availing all documents as per the advert</li> </ul>	Free	28 days
4	Promotion of serving staff	<ul style="list-style-type: none"> <li>✓ Documented proof of promotion</li> <li>✓ Meeting all other requirements set out in the scheme of service</li> <li>✓ Testimonials and Recommendations</li> </ul>	Free	30 days
5	Appointment of new officers	<ul style="list-style-type: none"> <li>✓ All documents cited in the advertisement</li> </ul>	Free	7 days
6	Determination of disciplinary cases and appeals by staff in the County Public Service	<ul style="list-style-type: none"> <li>✓ Evidence of investigation reports for or against the cases submitted</li> </ul>	Free	60 days
7	Promotion of values and principles in the county public service	<ul style="list-style-type: none"> <li>✓ Citizen feedback on adherence to the values and principles expected</li> </ul>	Free	Continuously
8	Advisory services on HR issues	<ul style="list-style-type: none"> <li>✓ Request for services</li> </ul>	Free	Continuously
9	Submission of reports to the County Assembly/departments	<ul style="list-style-type: none"> <li>✓ Formal request</li> </ul>	Free	Periodically
10	Handling customer grievances	<ul style="list-style-type: none"> <li>✓ Written request</li> </ul>	Free	30 days
11	Handling human resource appeals	<ul style="list-style-type: none"> <li>✓ Written sanction</li> </ul>	Free	21 days

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