



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF EDUCATION AND TECHNICAL TRAINING
CITIZEN SERVICE DELIVERY CHARTER

Preamble:	The Department of Education and Technical Training is committed to enhancing access, equity and provision of high quality education to pre-school children and youths in vocational training centres. In line with the constitution of Kenya 2010 and vision 2030, we strive to provide skilled and competitive human resource for sustainable development through quality education and training.
Vision statement:	A globally competitive quality education, training, research and innovation for sustainable development
Mission statement:	To provide, promote and coordinate quality education and training, integration of science, technology and innovation for sustainable socio-economic development
Values:	Citizen-focused service provision, transparency and integrity, professional excellence, teamwork, respect and courtesy to all our stakeholders, value creation, and efficient resource utilization
Core functions:	<ol style="list-style-type: none"> 1. Formulates, disseminates and implements ECDE and vocational training policies, 2. Administers and manages early childhood programmes, 3. Administers and manages vocational training programmes, 4. Implements ECDE and vocational training curricula, 5. Provides curriculum support materials to both ECDE centres and vocational training centres (VTCs), 6. Provides infrastructure to ECDE centres and VTCs, 7. Maintains quality standards in ECDE and vocational training institutions, 8. Disburses county bursaries to various institutions as per the approved beneficiary lists.

Citizen's Obligations	Citizen Service Guarantee & Service Standards
<p>All service beneficiaries are required to:</p> <ol style="list-style-type: none"> 1. Seek for information about services offered by the department by making inquiries through telephone calls, writing and/or visits, 2. Provide relevant and accurate information requested by our officers in order for us to serve you better, 3. Comply with all regulations, instructions and guidelines, 4. Request for information and/or services that we offer in a timely manner, 5. Give feedback and engage with our staff by constructive criticism, 6. Attend public forums and engagements organized by the county so as to give input and learn more about the services offered, 7. Participate in committees such as ECDE & VTC management boards, parents' committees etc. 	<p><u>We are committed to the following service provision standards:</u></p> <ol style="list-style-type: none"> 1. Courteous and immediate responses to all inquiries, 2. Accountability and transparency in offering services, 3. Efficient and effective service delivery in a timely manner, 4. Acceptance of criticism and providing room for suggestions, 5. Provision of a conducive working environment, 6. Openness and information dissemination.

Citizen Service Charter Matrix (DEPARTMENT OF EDUCATION & TECHNICAL TRAINING)

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Supervision, Administration and management of ECDE and VTC Staff	<ul style="list-style-type: none"> ✓ Cooperation ✓ Participation 	Free	Continuous
2.	Admission of ECDE children to public ECDE centres.	<ul style="list-style-type: none"> ✓ Immunization certificate ✓ Birth certificate ✓ Register children 	Free	January, May & September of every year
3.	Appointment of boards of management to all public ECDE centres	<ul style="list-style-type: none"> ✓ Lists of nominated members from every ECDE centre ✓ Participation in parents/community meetings to nominate members ✓ Minutes of parents meeting 	Free	60 days
4.	Registration of pre-primary schools	<ul style="list-style-type: none"> ✓ Duly filled application forms ✓ Assessment reports from QAS officers, public health officer NEMA, management and teaching staff and lease agreement/title deed ✓ Board minutes 	Free	30 days
5.	Provision of policy frame work and standard guidelines for ECDE and Vocational Training	<ul style="list-style-type: none"> ✓ Stakeholder Inputs and participation 	Free	Continuously
6.	Construction and maintenance of ECDE and VTC infrastructure	<ul style="list-style-type: none"> ✓ Attend and participate in project identification and fund allocation ✓ Community contribution ✓ Participate in project monitoring and evaluation. 	Free	Annually
7.	Supervision and maintaining of standards in pre-schools and VTCs	<ul style="list-style-type: none"> ✓ Provision of requested information. ✓ Provide support to institutions in implementing QAS recommendation 	Free	Continuously
8.	Resource mobilization for development and improvement of ECDE and VTC services	<ul style="list-style-type: none"> ✓ Attendance of stakeholders meetings with partners. ✓ Community contribution. 	Free	Bi-annually
9.	Provision of educational bursaries to beneficiaries approved by bursary committee	<ul style="list-style-type: none"> ✓ Students' and Institutional details ✓ Dully filled application form 	Free	30 days
10.	Operationalization of boards of management in Vocational Training Centres	<ul style="list-style-type: none"> ✓ Lists of nominated members and their CVs ✓ Minutes of nomination panel. ✓ Participation in parents/community meetings to nominate members ✓ Minutes of parents meeting 	Free	30 days
11.	Disbursement of capitation grants to public vocational training centres (Ksh 10,000 per trainee)	<ul style="list-style-type: none"> ✓ Audit report of financial statement for previous year. ✓ Admission and class attendance registers. ✓ Copy of registration certificate by TVETA. ✓ Certified admission and class attendance register 	Free	30 days

Feedback corner

For any query or concern please contact:

The Chief Officer,
The Chief Officer, Education & Technical Training,
Elgeyo Marakwet County,
County Treasury Building
P.O. Box 220, ITEN Telephone no. 0706643159
Email: roads&pwoks@yahoo.com Website: www.elgeyomarakwet.go.ke

You can also drop your complaint/suggestion in the suggestion box located at the Education Technical Training Office.

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

Alternatively, you can contact our Complaints Handling Committee:

Tel: [+254 734220220](tel:+254734220220)

Email: emcounty2013@gmail.com

Physical Address: Governor’s Office Building, Iten, Marakwet Road

Postal Address: P.O. Box 220-30700 Iten

Website: www.elgeyomarakwet.go.ke

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

You can also drop your complaint/suggestion in the suggestion box located at the Office of the Governor

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





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Vision statement

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