



**COUNTY GOVERNMENT OF ELGEYO MARAKWET**  
**OFFICE OF THE COUNTY SECRETARY (EXECUTIVE ADMINISTRATION)**  
**CITIZEN SERVICE DELIVERY CHARTER**

<b>Preamble:</b>	The Office of the County Secretary is committed to offering quality and prompt administrative services to the public. Members of the public and stakeholders are thus encouraged to continuously seek our services while fulfilling their obligations.
<b>Vision statement:</b>	A leading dynamic and informative administrative system
<b>Mission statement:</b>	To enhance the coordination and supervision for effective and efficient public service delivery to the citizens in Elgeyo Marakwet County
<b>Values:</b>	<i>Professionalism, accountability, transparency, integrity, partnership, equity and impartiality</i>
<b>Core functions:</b>	The functions and responsibilities of the County Secretary are outlined in Section 44 (3) of the County Government Act, 2012. These functions include: 1) Heads the County Public Service, 2) Arranges the business and keeps the minutes of the County Executive Committee (C.E.C), 3) Convey the decisions of the C.E.C to the appropriate recipients, 4) Perform any other function as directed by the Executive, 5) Provide information to citizens on all functions of departments in the county, 6) Acts as a link between all the departments and the citizens.

**Citizen's Obligations**

<b>Citizen's Obligations</b>	<b>Citizen Service Guarantee &amp; Service Standards</b>
Citizens are required to: 1. Take part in public participation, 2. Volunteer information for public good, 3. Observe laws and regulations, 4. Report instances of corruption and maladministration, 5. Provide feedback including complaints regarding service delivery.	We are committed to the following service provision standards: 1. Fair administrative actions, 2. Effective and efficient service delivery, 3. Impartiality and equity, 4. Service provision with integrity.

**Citizen Service Charter Matrix**

No.	Service Offered	Citizen Requirement	Cost	Time
1	Coordinating service delivery, policy implementation and performance management across all departments of the county government	✓ Citizen cooperation ✓ Opinion through appropriate channels	Free	Continuous
2	Arranging the business and keeping minutes of the CEC	✓ Citizen cooperation ✓ Opinion through appropriate channels	Free	Continuous

3	Linking citizens to relevant departments	✓ Citizen inquiries for services	Free	During working hours
4	Coordination of responses to the County Assembly's enquiries on public affairs	✓ Obtain responses through appropriate channels	Free	On demand basis
5	Coordination of the cooperation between the county government and partners	✓ Request for information	Free	On demand basis
6	Dissemination of information to the citizens	✓ Access through appropriate channels	Free	Routinely
7	Provision of response to all correspondences	✓ Written communication	Free	14 days
8	Attend to walk-in citizens	✓ Access of enquiry desks within working hours	Free	Immediately
9	Receipt and handling of complaints	✓ Written/oral complaint	Free	30 days
10	Coordination of civic education and public participation	✓ Attendance and citizen participation	Free	Routinely
11	Facilitation of conflict resolution	✓ Citizen participation	Free	Immediately

### **Feedback Corner**

Any service that does not conform to standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should immediately be reported to

The Office of the County Secretary ElgeyoMarakwet County

Telephone no. 0734220220

P.O. Box 220, ITEN Website: [www.elgeyomarakwet.go.ke](http://www.elgeyomarakwet.go.ke)

Alternatively, you can contact our Complaints Handling Committee:

Tel: +254 734220220 Email: [complain@elgeyomarakwet.go.ke](mailto:complain@elgeyomarakwet.go.ke)

Physical Address: Governors Office Building, ITEN, Marakwet Road

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

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 through 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)





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**Vision statement**

A leading dynamic and informative administrative system

**Mission statement**

To enhance the coordination and supervision for effective and efficient public service delivery to the citizens in Elgeyo Marakwet County

**Values**

*Professionalism, accountability, transparency, integrity, partnership, equity and impartiality*

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