



**COUNTY GOVERNMENT OF ELGEYO MARAKWET**  
**DEPARTMENT OF YOUTH, SPORTS, GENDER CULTURE AND SOCIAL SERVICES**  
**CITIZEN SERVICE DELIVERY CHARTER**

<b>Department:</b>	<b>SPORTS, YOUTH, GENDER, CULTURE &amp; SOCIAL SERVICES</b>
<b>Preamble:</b>	<p>The Department comprises several units, namely, the Unit of Youth Affairs, the Unit of Sports, the Unit of Culture as well as the Unit of Gender.</p> <p>The department covers the entire proportion of the population consisting mainly of youth, women, the elderly, children and people living with disabilities. The county is rich in cultural resources such as cultural sites and traditional culture, which need the establishment of cultural centres countywide so as to ensure promotion and development of the resources. The Sports Unit ensures that the county's talents are harnessed and developed. The Unit of Gender and Social Services promotes equal rights, opportunities and a quality life for the marginalized and vulnerable in our society.</p>
<b>Vision statement:</b>	Socially cohesive and economically empowered community rich in sports and cultural heritage.
<b>Mission statement:</b>	To formulate, mainstream and implement policies that promotes sharing of cultural experiences and talents while celebrating heritage and empowering vulnerable and marginalized groups.
<b>Values espoused:</b>	<ol style="list-style-type: none"> <li>1. Honesty, integrity and work ethics</li> <li>2. Innovativeness and creativity</li> <li>3. Professionalism, teamwork and excellence</li> <li>4. Inclusiveness</li> <li>5. Justice and fairness</li> <li>6. Gender equity</li> <li>7. Accountability and transparency</li> <li>8. Citizen satisfaction</li> </ol>
<b>Core functions and mandate:</b>	<p style="text-align: center;"><b>Unit Of Sports Development</b></p> <ol style="list-style-type: none"> <li>1. Formulates and implements policy on sports</li> <li>2. Evaluates and monitors the County Government on all aspects of sports</li> <li>3. Recommends the issuance of visas, passports and other travel documents to athletes and sports officials</li> <li>4. Sports talent development</li> <li>5. Sports facility development and management</li> <li>6. Mobilizes and encourages Elgeyo Marakwet county people to participate in sport</li> <li>7. Gives recommendation to the Ministry of Finance on tax debates and waivers on donated sports goods, equipment, prizes, and other concessions</li> <li>8. Markets sports as an industry</li> <li>9. Facilitates active participation of the Elgeyo Marakwet people in national sporting activities</li> <li>10. Collaborates with local authorities, learning institutions and other stakeholders concerned with sports to identify and develop talent</li> <li>11. Provides sport equipment, facilities and technical training</li> <li>12. Provides advisory and counselling services to athletes</li> <li>13. Encourages patriotism and national pride through sports</li> </ol> <p style="text-align: center;"><b>Unit of Youth Affairs</b></p>

	<ol style="list-style-type: none"> <li>1. Formulates, implements, coordinates, reviews and monitors youth development policies and initiatives</li> <li>2. Develops youth empowerment centres</li> <li>3. Facilitates youth participation in the development process</li> <li>4. Facilitates leadership/mentorship, entrepreneurship and life skills in training</li> <li>5. Gives access to Government Procurement Opportunities (YAGPO)</li> <li>6. Implements socio-economic programs for the youth</li> <li>7. Sensitizes on social issues, drug and substance abuse, HIV/AIDS, environmental conservation</li> </ol> <p><b>Unit of Culture and Heritage</b></p> <ol style="list-style-type: none"> <li>1. Mobilizes and manages human, financial and other resources for cultural development</li> <li>2. Promotes and develops creative cultural industries, such as performing, visual and literary arts as an economic sector</li> <li>3. Promotes, preserves and develops Kenya’s indigenous knowledge systems and safeguards the Intangible Cultural Heritage (ICH) for posterity</li> <li>4. Promotes cohesion, integration and appreciation of cultural diversity</li> <li>5. Mainstreams positive cultural values systems in society</li> <li>6. Promotes and develops cultural infrastructure such arts centre, arts gallery and community cultural centres</li> <li>7. Advices on policy issues of matters related to culture</li> <li>8. Offers technical assistance and expertise for cultural programs</li> <li>9. Register cultural groups &amp; individual cultural practitioners</li> <li>10. Conducts capacity building for cultural practitioners</li> <li>11. Coordinates cultural exchange programmes</li> <li>12. Partners with stakeholders in cultural development programmes such as festivals, exhibitions and cultural dialogue forums, among others</li> <li>13. Promotes ElgeyoMarakwet languages and oral traditions</li> <li>14. Attends to general and specific enquires on cultural promotion and development</li> </ol> <p><b>Unit of Gender and Socials Services</b></p> <ol style="list-style-type: none"> <li>1. Formulates and reviews policies and guidelines for gender mainstreaming</li> <li>2. Advises and gives technical support on gender and social development issues</li> <li>3. Sensitizes and builds capacity for women and vulnerable groups</li> <li>4. Facilitates equal opportunities for special needs groups in education, employment, decision-making, representation and business</li> <li>5. Develops and maintains a database of gender disaggregated data, elderly persons, persons with disabilities, orphans and vulnerable children</li> <li>6. Designs and implements children participation programmes</li> <li>7. Builds capacity on child rights, welfare, advisory and referral of individuals and groups to relevant service providers</li> <li>8. Guides community development and supervises programs and institutions for children’s care and development</li> <li>9. Promotes and coordinates volunteer services as well as provision of social welfare to vulnerable groups</li> </ol> <p style="text-align: center;">Ensures gender equity and equality in development</p>
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<b>Citizen’s Obligations</b>	<b>Citizen Service Guarantee &amp; Service Standards</b>
<ol style="list-style-type: none"> <li>1. Treat our staff with courtesy and respect</li> <li>2. Provide accurate and timely information regarding the services they require</li> <li>3. Observe laid down regulations, procedures and policies in order to access required services</li> <li>4. Give your views in customer satisfaction surveys</li> <li>5. Observe principles of Integrity</li> </ol>	<ol style="list-style-type: none"> <li>1. Courtesy, dignity and respect of treatment</li> <li>2. Be listened to</li> <li>3. Privacy and confidentiality</li> <li>4. Timely information on the nature of our services</li> <li>5. Quality services</li> <li>6. Conducive environment</li> <li>7. Effective communication</li> <li>8. Adherence to professional ethics</li> </ol>

6. Provide us with feedback on our services

**Citizen Service Charter Matrix: DIRECTORATE OF SPORTS AND YOUTH DEVELOPMENT**

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Recommendations to the Department of Immigration for issuance of passport	<ul style="list-style-type: none"> <li>• Form of request</li> <li>• Copies of national ID/birth certificate, letter of invitation</li> <li>• Recommendation letter from respective organization/federation</li> </ul>	Free	1 day
2.	Organization of sports programme for people with special needs	<ul style="list-style-type: none"> <li>• Proposal from federation</li> <li>• Compliance with set conditions</li> </ul>	Free	Continuously
3.	Talent scouting and development	<ul style="list-style-type: none"> <li>• Proposal from interested parties</li> <li>• Compliance with set conditions</li> </ul>	Free	Continuously
4.	Organization of sport events (Meetings, seminars, tournaments, trainings, clinics, leagues and workshops)	<ul style="list-style-type: none"> <li>• Proposal from interested parties</li> <li>• Compliance with set conditions</li> <li>• Letter from respective sports federation</li> </ul>	Free	Continuously
5.	Access/use of sports facilities (fields & stadium)	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Proof of payment of requisite fees</li> </ul>	Ksh. 500/= to Ksh. 20,000/= (as per attached rates )	1 day
6.	Provision of sports goods and equipment	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Recommendation from respective sports federation or organization</li> </ul>	Free	1 day
7.	Infrastructure Development and rehabilitation (Sports and Youth Empowerment Centre)	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• MoU with facility users and stakeholders</li> <li>• Availability of land/space for development</li> <li>• Recommendation from the Ward Development Committee</li> </ul>	Free	Continuously
8.	Peaceful resolution of sports dispute among players/federations and/or organizations	<ul style="list-style-type: none"> <li>• Written notification of dispute</li> <li>• Participation of the disputants</li> </ul>	Free	4 days
9.	Recommendations on behalf of the youth wishing to attend important youth functions and development forums	<ul style="list-style-type: none"> <li>• Submitted request</li> <li>• Invitation letter</li> </ul>	Free	1 day
10.	Provision of equipment	<ul style="list-style-type: none"> <li>• Proposal from youth group</li> <li>• Recommendation from Ward Development Committee</li> </ul>	Free	Continuously
11.	Training and skill development	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Proof of duly registered youth</li> </ul>	Free	Continuously

		group		
12.	Issuance of certificates AGPO and YAGPO,	<ul style="list-style-type: none"> <li>• Formal application</li> <li>• Certificate of registration</li> <li>• KRA PIN</li> <li>• CR12</li> </ul>	Free	1 day
13.	Funding of income generating activities (IGAs)	<ul style="list-style-type: none"> <li>• Submitted proposal</li> <li>• Filled specified form</li> <li>• Recommendation from Ward Development Committee</li> </ul>	Free	Continuously
14.	Technical advisory on sports, youth, culture, gender and social development	<ul style="list-style-type: none"> <li>• Request letter</li> </ul>	Free	1 day
15.	Rehabilitate, improve and promote youth empowerment centres	<ul style="list-style-type: none"> <li>• Submitted proposal</li> <li>• Recommendation from Ward Development Committee</li> </ul>	Free	Continuously

**Citizen Service Charter Matrix: DIRECTORATE OF CULTURE, GENDER AND SOCIAL SERVICES**

1.	Registration of cultural groups	<ul style="list-style-type: none"> <li>• Submitted request</li> <li>• Minutes</li> <li>• List of officials</li> <li>• Names of members</li> <li>• Group by laws</li> </ul>	Kshs. 250	1 day
2.	Capacity building for cultural practitioners	<ul style="list-style-type: none"> <li>• Submitted request letter</li> <li>• Be a duly registered cultural group</li> </ul>	Free	Continuously
3.	Renewal of certificates	<ul style="list-style-type: none"> <li>• Formal application</li> <li>• Return expired certificate</li> </ul>	Kshs. 200	1 day
4.	Replacement of lost certificates	<ul style="list-style-type: none"> <li>• Submitted application</li> <li>• Police abstract</li> </ul>	Kshs. 500	7 days
5.	Receipt of grants applications	<ul style="list-style-type: none"> <li>• Duly filled application form and support documents</li> </ul>	Free	1 day
6.	Provision of gender disaggregated data	<ul style="list-style-type: none"> <li>• Request for data</li> </ul>	Free	1 day
7.	Technical advisory on gender and social development	<ul style="list-style-type: none"> <li>• Formal request</li> </ul>	Free	1 day
8.	Issuance and renewal of certificates WAGPO and PWDAGPO	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Duly registered cultural group</li> <li>• Formal application</li> <li>• Certificate of registration</li> <li>• KRA PIN</li> <li>• CR12</li> </ul>	Free	Continuously
9.	Elderly NHIF medical cover	<ul style="list-style-type: none"> <li>• Be 65 years and above</li> <li>• Be non-beneficiary of any cash transfer programme</li> <li>• Recommendation from Ward Development Committees</li> </ul>	Free	Continuously
10.	Sensitization and mobilization on social and gender issues	<ul style="list-style-type: none"> <li>• Formal requests</li> <li>• Attendance to the fora</li> </ul>	Free	Continuously

11.	Funding of income generating activities (IGAs) for women and PWDs	<ul style="list-style-type: none"> <li>Submitted proposal</li> <li>Duly filled form</li> <li>Recommendation from Ward Development Committees</li> </ul>	Free	Continuously
12.	Referral of individuals and groups to relevant services providers	<ul style="list-style-type: none"> <li>Formal request</li> <li>Proposal or concept write-up</li> <li>Resolutions and/or minutes</li> </ul>	Free	1 day
13.	Capacity-building and training for groups and individuals	<ul style="list-style-type: none"> <li>Formal request</li> <li>Proposal</li> <li>Resolutions and/or minutes</li> </ul>	Free	Continuously
14.	Formulation of gender mainstreaming development committees from ward level	<ul style="list-style-type: none"> <li>Proposal</li> <li>Certified minutes of the Ward Development Committee</li> <li>Duly filled forms as per the guidelines</li> </ul>	Free	30 days
15.	Establishment of rescue Centres for Anti-FGM and GBV	<ul style="list-style-type: none"> <li>Proposals</li> <li>Approval from the Ward Development Committee</li> </ul>	Free	Routinely

1

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 be reported immediately to

The Chief Officer, Youth, Sports, Culture, Gender and social services Elgeyo-Marakwet County

P.O. Box 220, ITEN

Telephone No. [254 734220220](tel:254734220220)

Email. [cecsports@elgeyomarakwet.go.ke](mailto:cecsports@elgeyomarakwet.go.ke)

Website [www.elgeyomarakwet.go.ke](http://www.elgeyomarakwet.go.ke)

You can also drop your complaint/suggestion in the suggestion box located at the CECs Office.

Alternatively, you can contact our Complaints Handling Committee:

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

Email: [emcounty2013@gmail.com](mailto: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](http://www.elgeyomarakwet.go.ke)

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

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3

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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**DEPARTMENT OF YOUTH, SPORTS, GENDER CULTURE AND SOCIAL SERVICES**  
**CITIZEN SERVICE DELIVERY CHARTER**

**Vision statement**

A socially cohesive and economically empowered community rich in sports and cultural heritage

**Mission statement**

To formulate mainstream and implement policies that promote sharing of cultural experiences and sports talent while celebrating heritage and empowering vulnerable and marginalized groups

**Values**

*Honesty, integrity and works ethics, innovativeness and creativity, professionalism, teamwork and excellence, inclusiveness, justice and fairness, gender equity, accountability, transparency, and citizen satisfaction*

**Citizen Service Charter Matrix: (SPORTS DEVELOPMENT)**

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Recommendations to the Department of Immigration for issuance of passport	<ul style="list-style-type: none"> <li>Form of request</li> <li>Copies of national ID/birth certificate, letter of invitation</li> <li>Recommendation letter from respective organization/federation</li> </ul>	Free	1 day
2.	Organization of sports programme for people with special needs	<ul style="list-style-type: none"> <li>Proposal from federation</li> <li>Compliance with set conditions</li> </ul>	Free	Continuously
3.	Talent scouting and development	<ul style="list-style-type: none"> <li>Proposal from interested parties</li> <li>Compliance with set conditions</li> </ul>	Free	Continuously
4.	Organization of sport events (Meetings, seminars, tournaments, trainings, clinics, leagues and workshops)	<ul style="list-style-type: none"> <li>Proposal from interested parties</li> <li>Compliance with set conditions</li> <li>Letter from respective sports federation</li> </ul>	Free	Continuously
5.	Access/use of sports facilities (fields & stadium)	<ul style="list-style-type: none"> <li>Request letter</li> <li>Proof of payment of requisite fees</li> </ul>	Ksh. 500/= to Ksh. 20,000/= (as per attached rates)	1 day

6.	Provision of sports goods and equipment	<ul style="list-style-type: none"> <li>Request letter</li> <li>Recommendation from respective sports federation or organization</li> </ul>	Free	1 day
7.	Peaceful resolution of sports dispute among players/federations and/or organizations	<ul style="list-style-type: none"> <li>Written notification of dispute</li> <li>Participation of the disputants</li> </ul>	Free	4 days

### **Feedback corner**

**For any query or concern please contact:**

The County Executive Committee Member (CEC),  
 Department of Youth, Sports, Gender, Culture and Social Services,  
 Elgeyo Marakwet County,  
 County Treasury Building  
 PP.O. Box 249, ITEN  
 Telephone No. 0720701957  
 Email: [cecsports@elgeyomarakwet.go.ke](mailto:cecsports@elgeyomarakwet.go.ke)  
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**CITIZEN SERVICE DELIVERY CHARTER**

**Vision statement**

A socially cohesive and economically empowered community rich in sports and cultural heritage

**Mission statement**

To formulate mainstream and implement policies that promote sharing of cultural experiences and sports talent while celebrating heritage and empowering vulnerable and marginalized groups

**Values**

*Honesty, integrity and works ethics, innovativeness and creativity, professionalism, teamwork and excellence, inclusiveness, justice and fairness, gender equity, accountability, transparency, and citizen satisfaction*

**Citizen Service Charter Matrix: (YOUTH DEVELOPMENT)**

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Infrastructure Development and rehabilitation (Sports and Youth Empowerment Centre)	<ul style="list-style-type: none"><li>Request letter</li><li>MoU with facility users and stakeholders</li><li>Availability of land/space for development</li><li>Recommendation from the Ward Development Committee</li></ul>	Free	Continuously
2.	Peaceful resolution of sports dispute among players/federations and/or organizations	<ul style="list-style-type: none"><li>Written notification of dispute</li><li>Participation of the disputants</li></ul>	Free	4 days
3.	Recommendations on behalf of the youth wishing to attend important youth functions and development forums	<ul style="list-style-type: none"><li>Submitted request</li><li>Invitation letter</li></ul>	Free	1 day
4.	Provision of equipment	<ul style="list-style-type: none"><li>Proposal from youth group</li><li>Recommendation from Ward Development Committee</li></ul>	Free	Continuously

5.	Training and skill development	<ul style="list-style-type: none"> <li>• Request letter</li> <li>• Proof of duly registered youth group</li> </ul>	Free	Continuously
6.	Issuance of certificates AGPO and YAGPO,	<ul style="list-style-type: none"> <li>• Formal application</li> <li>• Certificate of registration</li> <li>• KRA PIN</li> <li>• CR12</li> </ul>	Free	1 day
7.	Funding of income generating activities (IGAs)	<ul style="list-style-type: none"> <li>• Submitted proposal</li> <li>• Filled specified form</li> <li>• Recommendation from Ward Development Committee</li> </ul>	Free	Continuously
8.	Technical advisory on sports, youth, culture, gender and social development	<ul style="list-style-type: none"> <li>• Request letter</li> </ul>	Free	1 day
9.	Rehabilitation, improvement and promotion of youth empowerment centers	<ul style="list-style-type: none"> <li>• Submitted proposal</li> <li>• Recommendation from Ward Development Committee</li> </ul>	Free	Continuously

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9.	Elderly NHIF medical cover	<ul style="list-style-type: none"> <li>Be 65 years and above</li> <li>Be non-beneficiary of any cash transfer programme</li> <li>Recommendation from Ward Development Committees</li> <li></li> </ul>	Free	Continuously
10.	Sensitization and mobilization on social and gender issues	<ul style="list-style-type: none"> <li>Formal requests</li> <li>Attendance to the fora</li> </ul>	Free	Continuously
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