



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF ICT & PUBLIC SERVICE
CITIZEN SERVICE DELIVERY CHARTER

Preamble:	The Department of Information Communication Technology (ICT) and Public Service is committed to providing efficient service delivery as a yardstick upon which our performance shall be measured.
Vision statement:	A world-class provider of cost-effective ICT infrastructure facilities and services for efficient and effective public service
Mission statement:	To provide efficient, affordable and reliable ICT infrastructure and services for sustainable economic growth and development for improved public service delivery
Values:	<i>Professionalism, accountability, transparency and integrity, teamwork, honesty, hard work, innovation and creativity</i>
Core functions:	<ol style="list-style-type: none"> 1. Develops, implements and maintains information systems in the county, 2. Undertakes human resource management, 3. Coordinates and implements alcoholic drinks control in the county, 4. Coordinates all administrative units including sub-counties and wards.

Citizen's Obligations

Citizen's Obligations	Citizen Service Guarantee & Service Standards
Citizens are obligated to: <ol style="list-style-type: none"> 1. Treat our staff with courtesy and respect, 2. Desist from offering gifts, favours or inducements to our staff or soliciting the same, 3. Respond to requests for information by our staff comprehensively and promptly, 4. Be punctual in attending scheduled appointments, 5. Contribute to our services provision in accordance with laid down policies and regulations, 6. Abide by legal requirement(s) to be eligible for the services sought. 	We are committed to the following service provision standards: <ol style="list-style-type: none"> 1. Responsiveness to user needs, 2. Fair administrative actions, 3. Timely delivery of services, 4. Effective and efficient service delivery, 5. Impartiality and equity, 6. Service provision with humility.

Citizen Service Charter Matrix

No.	Service Offered	Citizen Requirement	Cost	Time
1	Support of end users on our ICT platforms	✓ Citizen requests	Free	2 days
2	Update of the county website and posting relevant information	✓ Feedback on the contents of the website	Free	7 days
3	Administration of wealth declarations in the county public service	✓ Duly filled wealth declaration forms ✓ Compliance with instructions relating to wealth declaration	Free	By the end of December of each year 30 days after entering/exiting

				service
4	Administration of public officers' code of conduct and ethics	<ul style="list-style-type: none"> ✓ Familiarization with provisions of the code ✓ Report cases of non-compliance to the department 	Free	14 days
5	Coordination of discipline cases in the county public service	<ul style="list-style-type: none"> ✓ Evidence of investigation reports for or against the cases submitted 	Free	21 days
6	Monitoring and evaluation of human resource functions in the county public service	<ul style="list-style-type: none"> ✓ Forwarded complaints and grievances to the department ✓ Feedback through customer/employee satisfaction surveys 	Free	21 days
7	Coordination of placement of students on attachments to different departments	<ul style="list-style-type: none"> ✓ Applications for attachment to be received one month before commencement of attachment 	Free	7 days
8	Coordination of leave management & administration	<ul style="list-style-type: none"> ✓ Applicants to make their applications for leave, 30 days before commencement of leave 	Free	2 days
9	Conflict resolutions	<ul style="list-style-type: none"> ✓ Reports from the public on the nature and source of the conflict 	Free	Immediately
10	Sensitization, training and empowerment of the general public and/or target groups on alcohol and drug abuse	<ul style="list-style-type: none"> ✓ Familiarization with relevant policies and regulations. ✓ Attendance in convened meetings 	Free	Routinely
11	Advice on compliance on Elgeyo Marakwet Alcoholic Drinks Control Act and Regulations	<ul style="list-style-type: none"> ✓ Familiarization with the laws and regulations ✓ Adherence to the provisions of the laws and regulations 	Free	Routinely
12	Coordination of county functions at the decentralized units	<ul style="list-style-type: none"> ✓ Familiarization with the core functions of the County Government 	Free	Routinely
13	Dissemination of information, policies and legal documents to the public at the decentralized unit	<ul style="list-style-type: none"> ✓ Attend meetings and forums when convened 	Free	Routinely
14	Overall supervision of all county projects at the devolved unit and provide feedback	<ul style="list-style-type: none"> ✓ Stakeholder participation in county service delivery initiatives 	Free	Routinely

Feedback corner

For any query or concern please contact:

The Chief Officer,
ICT & Public Service,
Elgeyo Marakwet County,
County Treasury Building
P.O. Box 220, ITEN

Email: coictps@elgeyomarakwet.go.ke

Telephone No. 727760302

Website: www.elgeyomarakwet.go.ke

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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