

REVIEWED 2024



COUNTY GOVERNMENT OF SIAYA

Department of Governance, Administration & ICT

CITIZEN SERVICE DELIVERY CHARTER

October, 2024

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THE PREAMBLE

In carrying out the responsibilities and its mandate, the County Department of Governance, Administration and ICT recognizes its overriding responsibility to: -

1. Serve the interests of the citizen in pursuing the objectives of the County Government of Siaya and using the resources of the County economically, efficiently, effectively.
2. Align public service, support systems and functions to achieve efficiency and effectiveness in service delivery.
3. Enhance performance management system.
4. Serve the public in accordance with the principles of good governance and rule of law.
5. Identify opportunities for technology to improve business processes and working with other departments to implement new systems and processes.
6. Provide ICT support services and enhance service delivery through use of Information Communication Technology.
7. To enhance public engagement and strengthen communication function with stakeholders as well as dissemination of information to the citizens.
8. Enforcing County by-laws, protecting County premises and enforcing tax collection.
9. Facilitate transport and movement of County officials through availability of well maintained, serviced and fuelled vehicles.

The County Department of Governance Administration and ICT: -

Cognizant of the need to protect and enhance the fundamental values of good governance and promote administrative culture based on best practices, and respect for the rights of the user.

Affirm our commitment to upholding the values and principles of public service enshrined in the Constitution of Kenya, 2010 and other laws, policies, and frameworks.

Determined to promote the values and principles of democracy, good governance, human rights, as enshrined the Constitution of Kenya 2010.

Advocate for modernization, improvement, and entrenchment of new values of governance in public service.

Acknowledging the service delivery challenges in the public service.

Equally concerned about the increasing manifestation of corruption in the public service and the negative impact it has on the socioeconomic and political landscape of the country.

Promoting Public Service and Administration that equitable and efficient.

Motivated collaborate in building Siaya and encouraged all the parties in working towards a common goal of finding mutually beneficial solutions to our common challenges.

Effective application and implication of the Charter.

VISION, MISSION, MANDATE, AND VALUES

Vision

A trusted, responsive, cohesive and transformational administration and public service

Mission

To provide strategic leadership in the coordination and facilitation of the provision of holistic, integrated, equitable, inclusive and quality services to all through effective stakeholder engagement, formulation and implementation of relevant legislations, policies and plans.

Our Mandate

To coordinate and supervise administration and service delivery in the county government and its agencies.

CORE FUNCTIONS

1. Public service management
2. Administrative support services
3. Human resource management and development
4. Administration of decentralized units
5. Coordination of County Government functions
6. Coordinating performance management
7. Intergovernmental relations
8. Promotion of good governance, as well as prevention and eradication of corruption
9. Development and implementation of county and national legislation
10. Provision of public information, communication, civic Education and petitions
11. Enforcement of compliance with county by-laws

12. Disaster Management
13. Waste management
14. Information Communication and Technology

OBJECTIVES

- Creating awareness on the functions, vision, mission and core values of Governance and Administration Department.
- Provision of information on:
 - Standards of service established and expectations of customers.
 - Commitment to customers on service delivery
 - Rights and obligations of Client
 - Avenues for redress where service levels fall short of standards.
- Enhancement of productivity
- Strengthening of processes and initiatives that prevent malpractices.
- Enable the department to serve citizens of Siaya as client and meeting their demands equitably and fairly.
- Ensure timely response to client needs

CORE VALUES

The Department of Governance shall be guided by the following values:

- Teamwork
- Integrity
- Professionalism
- Equity and equality
- Quality service
- Innovation

OUR COMMITMENTS

1. Respect for Human Rights and Legality
2. Ease in accessing to Public Service
3. Access to Information
4. Effective and efficient Service to the citizen
5. Modernization of the Governance and Administrative structures
6. Conduct citizen satisfactory feedback

OUR CLIENTS

The Siaya residents, National Government, Other County Government's, County Assembly, County Departments and its agencies, County Staff, Non-State actors, Business Community, Private sector, Special Interest Groups, and public institutions

CLIENTS OBLIGATION

1. Provide timely and accurate information.
2. Provide prompt feedback.
3. Cooperation and respect
4. Participate in government activities and projects.
5. Observe grievance procedure provided.
6. Practice civility and etiquette
7. Comply with Government laws and regulation.

THE SERVICE CHARTER

NO.	SERVICES	REQUIREMENTS FROM CLIENTS	CHARGES	TIMELINES	OFFICE RESPONSIBLE
A. HUMAN CAPITAL MANAGEMENT					
a)	Process Industrial Attachment	Application letter, Introduction letter, Insurance Cover, Copies of Trainee personal and Academic certificates,	Nil	1 Day	HR Mobility
b)	Process staff compensation and benefits	Request letters, Filled relevant forms, Copies of certified personal documents,	Nil	2 Days	HR Welfare/Payroll
c)	Coordinate other HR Functions	Request letters, Approved indents, Invitation letters, Official release letter, Filled pre-printed HR forms, HR Reports, HRMAC minutes, Certified documents, SPAS reports, ... WIBA Claims forms,	Nil	Continuous	Office of DHRM
	Recruitment & Onboarding				Office of DHRM
	Promotion/designations				HR Mobility
	Training & development				HR Welfare
	Disciplinary cases				Office of DHRM
	Grievance handling				HR Welfare
	Performance Management				Office of DHRM
	HR Records Management				HR Records
	Process WIBA Claims				HR Welfare
B. ADMINISTRATIVE SUPPORT SERVICE					
d)	Administration of Decentralized units	Cooperation	Nil	Immediately Monthly	CO Governance
	Coordination of Government functions and programs	Cooperation	Nil	Continuous	CO Governance

	Public/community mobilization	Reporting, availing accurate information	Nil	5 Days	Director Governance
	Contractor clearance, PMC meetings, Stamp minutes and coordinate the process of clearance	Presentation of required documents (PMC minutes, technical team report)	Nil	1 day	Director Governance
	Vetting of bursary	Avail filled bursary forms	Nil	Yearly	Director Governance
	Request for ICT technical support	Request from departments/ users	Free	30 Mins	ICT Director
	Diagnosis and resolution of ICT technical problem	Proper description of the problem. Brief of the problem from the department.	free	24 hrs	Director ICT
	Uploading of website material.	Web content. Necessary approvals.	Free	Continuous	Director ICT
	Provision of ICT technical specifications for hardware and software.	Requisition form from departments.	Free	24 hrs	Director ICT
	Servicing and maintenance of ICT equipment	Service level agreement	As per contract.	Continuous	Director ICT
	Automation of Manual functions	Communication from departments. Feasibility study.	Free	Continuous	Director ICT
	Training of users on new ICT resources.	ICT training needs assessment	Free	Continuous	Director ICT
e)	Transport	Vehicle Management	Nil	Request from users	Head of Transport Unit
f)	Maintaining law and order in public events	Compliance, cooperate, written request application, prior notification	Nil	As per need	Head of Enforcement
	Enforce county laws	Cooperation	Nil	Continuous	Head of Enforcement

	Protection of Government installations and properties	Notification from relevant departments	Nil	Immediately	Head of Enforcement
g)	Disaster management	Requests from customers, incidence reports, complaints	Free	Immediately	Director Governance
h)	Provision and maintenance of public facilities and infrastructure	Maintain and provide for public facilities and infrastructure	Nil	Continuous	Director Governance
i)	Implementation of county and national legislation.	The Constitution of Kenya, 2010 International Laws, National/County Laws, Policies, and Regulations	Free	6 Months	CECM
C. GOVERNANCE SUPPORT SERVICES					
j)	Performance Contracting: preparation, coordination, monitoring, evaluation, and reporting	Cooperation	Free	Continuous	County Secretary
k)	Sensitization on Government policies	Attendance and participation	Nil	Continuous	CO Governance
l)	Public information communication and civic education	Cooperation	Free	Continuous	Director Communication
m)	Intergovernmental relations and protocol	Correspondences, Reports, Requests, Proposal, Memoranda from other governments, arms of government or agencies of governments	Free	1 Week	County Secretary and Chief of Staff.

THE STANDARDS

1. Service for All
 - a. *Service in conformity with the law*
 - b. *Timely feedback*
2. Clear and concise information: *We will offer clear and concise information to our clients about our services and facilities.*
3. Courteous service: *We will treat every client with respect.*
4. Answering the telephone: *We undertake to answer all calls within 4th ring.*
5. Dealing with queries: - We will respond to all queries, written correspondence, and e-mails within five (5) working days of receipt. If the subject matter is more complex and requires greater attention, we will contact you to explain the reason for the delay and, where possible, say when a response should be available. If prolonged investigations are needed, we will inform you of the progress within 5 working days.
6. We treat all the information given to us by our clients with confidentiality.
7. Identification: Our staff will at all times put on county badges for ease of identification
8. Selfless Service: We endeavour to serve you selflessly.

PUBLIC FEEDBACK

Members of the public are encouraged to provide timely feedback to enable us to serve them promptly.

REVIEW OF THIS CHARTER

In regards to changing socio-economic and political trends, in consultation with our clients and other stakeholders subject this charter to review and amendments as and when necessary.

REDRESS MECHANISM

In case a service delivery is deemed ineffective, redress should be sought amicably through the following mechanism:

1. Letter (s)
2. Face to face
3. Telephone call
4. SMS
5. E-mail messages
6. All social media platforms

All services that do not conform to the above standards shall be addressed to: -

1. The Chief Officer,
Department of Governance Administration and ICT
County Government of Siaya
County Headquarters, Siaya Town,
P. O. Box 803-40600
Siaya.
Email: - cogovernance@siaya.go.ke
2. The County Executive Committee member,
Department of Governance Administration and ICT
County Government of Siaya
County Headquarters, Siaya Town,
P. O. Box 803-40600
Siaya.
Email: - cecgovernance@siaya.go.ke

That; THIS CHARTER HAS GENERALITIES. I PROPOSE THAT EACH DIRECTORATE SHOULD DEVELOP ITS SERVICE CHARTER ON SPECIFIC SERVICES IT PROVIDES AS A CASCADING MEASURE IN 1st QUARTER OF FY 2025/2026 AND SUB-COUNTIES TO HAVE A COMMON CHARTER.