



NAROK COUNTY GOVERNMENT

DEPARTMENT OF COMMUNICATIONS & GOVERNOR'S PRESS

CITIZEN SERVICE DELIVERY CHARTER

VISION

Enhanced visibility of County initiatives

MISSION

Our mission is to provide reliable, efficient, and timely information on County initiatives, programmes and projects to our citizenry through official and interactive County communication channels.

CORE VALUES

The guiding principles for the Communication & Governor's Press unit are: Efficiency, Accountability, Sustainability, Cooperation, Trust and Integrity

	Service Rendered/Delivered	Requirements to obtain service	User Charges if any	Timelines
1.	Updating county social media pages	Briefs from departments and sectors & Internal content generation	Free	1hr
2.	Website content management	Briefs from departments and sectors & internal content generation	Free	Upon Receipt
4.	Blogs content Management	Upon Receipt & Internal content generation	Free	Upon Receipt
5.	YouTube content management	Upon Receipt & Internal content generation	Free	Upon Receipt
6.	Email Inquiries	Written email	Free	30Mins
7.	Phone call inquiries	Phone call	Free	Instant/dependent on nature of inquiry
8.	Walk ins	Physical inquiry	Free	Instant
9.	Events coverage	Written requests from departments	Free	Duration of the event
10.	Press releases, statements and County Dispatch	Briefs from departments and sectors & Governor's diary	Free	24hrs
11.	Complaints address mechanisms	Whenever a complaint is raised	Free	Nature of Complaint
12.	Media briefings	Written request from departments	Free	24hrs
13.	Emergency/Crisis Communication	Whenever there's a crisis/Emergency	Free	Instant

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

<p>The Director Communications</p> <p>Department of Communications</p> <p>County Headquarters</p> <p>Mau-Narok Road, Narok Town</p> <p>P.O Box 898-20500 Narok</p> <p>Tel:020 2688929/03</p> <p>Email: communications@narok.go.ke</p>	<p>The Commission Secretary/Chief Executive Officer</p> <p>Commission on Administrative Justice,</p> <p>2nd Floor, West End Towers, Waiyaki Way, Nairobi</p> <p>P.O Box 20414-00200 Nairobi</p> <p>Tel: +254(0)202270000/23033000</p> <p>Email: complain@ombudsman.go.ke</p>
<p>HUDUMA BORA NI HAKI YAKO</p>	