



# NAROK COUNTY GOVERNMENT

*The Land of Diversity*

## DEPARTMENT OF PUBLIC SERVICE MANAGEMENT CUSTOMER SERVICE DELIVERY CHARTER.

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### A. Mission and Vision

- **Mission:** To provide excellent leadership in Public Service through promotion of good governance, efficient and effective service delivery for transformation of the county.
- **Vision:** A transformed and coordinated public service.

### B. Core Values

- Integrity
- Inclusivity
- Professionalism
- Responsiveness
- Transparency & Accountability
- Fairness and Equity
- Efficiency

### C. Strategic Objectives

- Transform and have a responsive Public Service for quality service delivery
- Promote good governance in the management of public affairs
- Enhanced Human Resource Management, Development and systems
- Enhanced Employee safety and wellness
- Develop, implement and enforcement of County laws and policies
- Regulate the production, sale, distribution and use of Alcoholic drinks
- Ensure effective response and mitigation of disasters.

### D. Services Provided by the Department:

- Attendance and customer care
- Confirming and appointing people to offices
- Exercising disciplinary control

- Preparing reports to the county assembly
- Promoting ethical standards
- Advising on performance management systems
- Liaising with strategic partners

## **E. OUR CUSTOMERS**

Our customer includes: -

- County Staff
- Government Ministries, State Agencies and State Corporations
- Public Service Commission
- Salaries and Remunerations Commission
- Financial institutions
- Members Public
- Partners and Stakeholders

## **F. OUR STANDARDS**

Customers should expect the following service standards: -

- Quality services;
- Fairness and equity
- Promptness in our responses;
- Efficient and effective
- Nondiscriminatory services and
- Results Oriented.

## **G. CUSTOMERS'OBLIGATIONS**

To provide quality services to our customers we expect them to: -

- Be respectful and courteous;
- Provide accurate and timely information;
- Provide genuine feedback and;
- Refrain from offering inducement, gifts or favours in return for services rendered or to be rendered.

**GENERAL HR ADMINISTRATION**

<b>Services Rendered</b>	<b>Requirements to Obtain Services</b>	<b>Costs</b>	<b>Timelines</b>
Communication of government circulars & policies to employees	None	Nil	1 working day
Verbal response to inquiry or communication	Clear enquiry or communication	Free	10 minutes
Responding to technical support services pertaining HR services	None	Nil	Within 5 working days
Process Leave	Duly filled leave form	Nil	Within 3 days
Process Training Budgets	Relevant requests and documentations or approvals	Nil	Monthly
Implementing Executive and Board decisions	Approvals/ decisions	Nil	Within 5 days upon receipt
Facilitate declaration of wealth	Declaration of income, Assets and Liabilities forms	Nil	After every 2 years/ 3 months for new employees
Give notice to officers due to retire			1 Year before retiring
Process retirement benefits on receipt of relevant documents from retirees	Upon availing the required documents	Nil	Within 5 days upon receipt
Submit reports of CHRAC	Reports	Nil	Quarterly

**EMPLOYEE RESOURCING**

<b>Services Rendered</b>	<b>Requirements to Obtain Services</b>	<b>Costs</b>	<b>Timelines</b>
Prepare intents to the Board for filling vacant positions	Staff establishment, Accurate job description and specifications.	Nil	Within 10 days upon approvals
Deployment	Successful candidate reporting for duty and providing appointment documents	Nil	Within 10 working days on assumption of duty

Confirmation in appointment	Probationary report		6 months Successful completion of probationary period
<b>TRAINING AND DEVELOPMENT</b>			
<b>Services Rendered</b>	<b>Requirements to Obtain Services</b>	<b>Costs</b>	<b>Timelines</b>
new staff induction	Duly filled requisition	Nil	Within 3 months upon reporting
Training Need Assessment (TNA)	Departments Training Schedules		After every one year
Compiling staff training requests	Training requests from departments and individuals	Nil	5 Working days
Staff development and training	Training requests and approved SAC minutes	Nil	2 Working days
Training Bonds	Officers proceeding on 6 months training locally or abroad	Nil	5 Working days upon the officer proceeding for training
Staff development and training	Training requests and approved SAC minutes	Nil	2 Working days
Employees Skill inventory	Employee training certificate	Nil	Continuous
Internship/ Industrial attachment	Internship/ attachment requests	Nil	Annually
Training Levy	Relevant approvals for staff attending above 4 months training	Nil	Within 5 working days
<b>PERFORMANCE MANAGEMENT</b>			
<b>Services Rendered</b>	<b>Requirements to Obtain Services</b>	<b>Costs</b>	<b>Timelines</b>
Coordinate performance appraisal system	None	Nil	At the beginning and at the end of each financial year
Avail Staff performance appraisal forms	List of Staff	Nil	By July
Preparing mid-year report	Departmental reports	Nil	By February

Compiling summative year report	Departmental reports	Nil	In the month of July
<b>REWARD MANAGEMENT</b>			
<b>Services Rendered</b>	<b>Requirements to Obtain Services</b>	<b>Costs</b>	<b>Timelines</b>
Payment of salary	None	Nil	By the 28 <sup>th</sup> of every month
Implement statutory and third-party deductions	Deduction/ payments schedules and orders	Nil	Monthly
Update the Integrated payroll personnel Data (IPPD), Payroll cleansing		Nil	quarterly
Payment of Annual leave	List of employees	Nil	annually
Annual increments	Employee performance / approvals	Nil	Annually
Employees data changes	On request/promotion/ changes in status	Nil	5 Working days upon receiving
Turnaround time for processing of Pension to retirees	Pension Payment Schedule/Calculation sheet	13	45 to 60 days from processing date

Narok County Government is a corruption free zone. It is an offense to compromise or give a bribe to a public servant for delivery of services.

### **COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service that does not conform to the above standards or any officer who does not live up to the commitments to courtesy and excellence in service delivery should be reported to:

**County Executive Committee Member**

**P.O. Box: 898 - 20500**

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