



**DEPARTMENT OF EDUCATION, SOCIAL SERVICES, SPORTS,
GENDER AND YOUTH AFFAIRS.**

CITIZEN SERVICE DELIVERY CHARTER

VISION	MISSION	CORE VALUES	OUR SERVICE STANDARD
To achieve a globally competitive quality Education, Sports, Social Services, Gender, Youth and services inclined towards training and research for sustainable development in the County.	To create an enabling environment through participatory engagement in the provision of quality education, youth, women empowerment, sports, and social services.	<ul style="list-style-type: none"> Integrity and Patriotism. Innovativeness and Creativity. Professionalism, Teamwork and Excellence. Inclusiveness Honesty and Accountability. 	Our Department in the County Government of Narok aims to deliver services in accordance to the following standards;

We are committed to transparency and excellence in service delivery

Service(S) Rendered		Requirement to obtain a service	fee (Kshs)	Standard	Responsible Section
General service delivery	<ul style="list-style-type: none"> Answer telephone calls 	Telephone call	Free	Within 4 rings	All Directorates
	<ul style="list-style-type: none"> Attend to client on arrival 	Walk in	Free	Within 7 min	All Directorates
	<ul style="list-style-type: none"> Respond to inquiries/ correspondence 	Request through: <ul style="list-style-type: none"> Written letters Email Walk in Telephone call Social media 	Free	Within 6 days 1-2 weeks 3-5 days Immediately 24 hours	All Directorates
	<ul style="list-style-type: none"> Resolution of complaints 	Make a verbal or written complaint	Free	Within 5 mins	All Directorates
Admission of ECDE children to public ECDE centres.		Immunization certificate Birth certificate	free	January, May & September of every year.	Directorate of ECDE
Registration of pre-primary schools		Duly filled application forms Assessment reports from QAS officers, public health officer NEMA, management and teaching staff lease agreement/title deed Board minutes	Free	30 Days	Directorate of ECDE
Provision of educational bursaries to beneficiaries approved by bursary committee		Students' and Institutional details Dully filled application form	Free	30 Days	Directorate of ECDE

Distribution of sanitary towels to school going girls and the vulnerable	None	Free	Continuous	Directorate of Gender
Referral of GBV survivors to relevant service providers	None	free	Immediately	Directorate of Gender
Engaging PWDs to participate in all processes of county and national development and cohesion	None	Free	On Request	Directorate of Social Services
Provision of assistive devices	None	free	Annually	Directorate of Social Services
Admission to public Vocational Training Centres	Birth certificate Payment of relevant fees	Varies from VTC to VTC	January, May & September of every year	Directorate of VTC
Appointment of boards of governors to all public VTCs	Lists of nominated members from VTC Minutes of nomination panel meeting Provision of professional certificate	Free	30 Days	Directorate of VTC
Facility and Sports Equipment Booking	Formal Request through a letter	Charges vary as per the County Assembly Act.	On request	Sports Directorate
Facilitate Training of coaches and Referees	None	Free	Quarterly.	Sports Directorate.
Nurture youth talents	None	Free	1-4 weeks	Directorate of Youth affairs
Place youth on attachments	<ul style="list-style-type: none"> • Application letter • Introduction letter from institution • Insurance cover • Copy of ID 	Free	1-2days	All Directorates

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

<p>County Executive Committee Member Education, Social Services, Sports, Gender and Youth Affairs, William Ole Ntimama Stadium off Narok-Bomet Highway, P.O Box 898-20500, Narok. Tel: +254 020 268 8929/03 Email: education@narok.go.ke</p>	<p>The Commission Secretary/ Chief Executive Officer Commission on Administrative Justice 2nd Floor, West End Towers Waiyaki Way, Nairobi. P.O Box 20414-00200, Nairobi Tel: +254 020 2270000/2303000 Email: complain@ombudsman.go.ke</p>
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