COUNTY GOVERNMENT OF SIAYA

DEPARTMENT OF GOVERNANCE, ADMINISTRATION & ICT

Citizen Service Delivery Charter

REVIEWED 2024

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Serving the people of Siaya with integrity, professionalism and respect

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The Preamble

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

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

The County Department of Governance, Administration and ICT is:

- Cognizant of the need to protect and enhance the fundamental values of good governance and to promote an administrative culture based on best practices and respect for the rights of the user.
- Affirming its 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 and human rights, as enshrined in the Constitution of Kenya, 2010.
- Advocating for the modernisation, improvement and entrenchment of new values of governance in the public service.
- Acknowledging the service delivery challenges in the public service.
- Concerned about the increasing manifestation of corruption in the public service and the negative impact it has on the socio-economic and political landscape of the country.
- Promoting a public service and administration that is equitable and efficient.
- Motivated to collaborate in building Siaya, and encouraging all parties to work towards a common goal of finding mutually beneficial solutions to common challenges.
- Committed to the effective application and implementation of this Charter.

Vision, Mission and Mandate

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, and the formulation and implementation of relevant legislation, 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 decentralised units
5. Coordination of County Government functions
6. Coordination of performance management
7. Intergovernmental relations
8. Promotion of good governance, and 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 and communication technology

Objectives

- Create awareness of the functions, vision, mission and core values of the Department of Governance and Administration.
- Provide information on: standards of service established and the expectations of clients; our commitment to clients on service delivery; the rights and obligations of clients; and the avenues for redress where service levels fall short of standards.
- Enhance productivity.
- Strengthen processes and initiatives that prevent malpractice.
- Enable the department to serve the citizens of Siaya as clients, meeting their demands equitably and fairly.
- Ensure timely response to client needs.

Core Values

The Department of Governance, Administration and ICT is guided by the following values:

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

Our Commitments

1. Respect for human rights and legality
2. Ease of access to public services
3. Access to information
4. Effective and efficient service to the citizen
5. Modernisation of governance and administrative structures
6. Citizen satisfaction feedback

Our Clients

Siaya residents, the National Government, other County Governments, the County Assembly, County departments and their agencies, County staff, non-state actors, the business community, the private sector, special interest groups and public institutions.

Client Obligations

In return, we ask our clients to:

1. Provide timely and accurate information.
2. Provide prompt feedback.
3. Show cooperation and respect.
4. Participate in government activities and projects.
5. Observe the grievance procedure provided.
6. Practise civility and etiquette.
7. Comply with government laws and regulations.

The Service Charter

The table below sets out the services we provide, what we need from our clients, any charges, the time within which we will respond, and the office responsible.

Service	Requirements from clients	Charges	Timeline	Office responsible
A. HUMAN CAPITAL MANAGEMENT				
a) Process industrial attachment	Application letter; introduction letter; insurance cover; copies of trainee's personal and academic certificates	Free	1 day	HR Mobility
b) Process staff compensation and benefits	Request letters; filled relevant forms; copies of certified personal documents	Free	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 claim forms	Free	Continuous	As indicated below
– Recruitment and onboarding	As above			Office of DHRM
– Promotion and designations	As above			HR Mobility
– Training and development	As above			HR Welfare
– Disciplinary cases	As above			Office of DHRM
– Grievance handling	As above			HR Welfare
– Performance management	As above			Office of DHRM
– HR records management	As above			HR Records
– Processing of WIBA claims	As above			HR Welfare
B. ADMINISTRATIVE SUPPORT SERVICES				
d) Administration of decentralised units	Cooperation	Free	Immediately; monthly	CO Governance
Coordination of government functions and programmes	Cooperation	Free	Continuous	CO Governance
Public / community mobilisation	Reporting; availing accurate information	Free	5 days	Director Governance
Contractor clearance, PMC meetings, stamping of minutes and coordination of the clearance process	Presentation of required documents (PMC minutes, technical team report)	Free	1 day	Director Governance
Vetting of bursary applications	Availing filled bursary forms	Free	Yearly	Director Governance
ICT services				
Request for ICT technical support	Request from departments / users	Free	30 minutes	Director ICT
Diagnosis and resolution of ICT technical problems	Proper description of the problem; brief of the problem from the department	Free	24 hours	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 hours	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

Service	Requirements from clients	Charges	Timeline	Office responsible
Transport, enforcement and public safety				
e) Transport: vehicle management	Request from users	Free	—	Head of Transport Unit
f) Maintaining law and order in public events	Compliance; cooperation; written request / application; prior notification	Free	As per need	Head of Enforcement
Enforcement of county laws	Cooperation	Free	Continuous	Head of Enforcement
Protection of government installations and properties	Notification from relevant departments	Free	Immediately	Head of Enforcement
g) Disaster management	Requests from customers; incident reports; complaints	Free	Immediately	Director Governance
h) Provision and maintenance of public facilities and infrastructure	Maintain and provide for public facilities and infrastructure	Free	Continuous	Director Governance
i) Implementation of county and national legislation	The Constitution of Kenya, 2010; international laws; national and 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) Sensitisation on government policies	Attendance and participation	Free	Continuous	CO Governance
l) Public information, communication and civic education	Cooperation	Free	Continuous	Director Communication
m) Intergovernmental relations and protocol	Correspondence, reports, requests, proposals and memoranda from other governments, arms of government or agencies of government	Free	1 week	County Secretary and Chief of Staff

Key: CO – Chief Officer; CECM – County Executive Committee Member; DHRM – Director, Human Resource Management; HRMAC – Human Resource Management Advisory Committee; SPAS – Staff Performance Appraisal System; WIBA – Work Injury Benefits Act; PMC – Project Management Committee.

The Standards

We commit to the following standards of service:

1. Service for all: service in conformity with the law, and 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 four rings.
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 progress within five (5) working days.
6. Confidentiality: we will treat all information given to us by our clients with confidentiality.
7. Identification: our staff will at all times wear 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 view of changing socio-economic and political trends, and in consultation with our clients and other stakeholders, this Charter shall be subject to review and amendment as and when necessary.

Redress Mechanism

Where a service is deemed ineffective, redress should be sought amicably through any of the following channels:

- Letter(s)
- Face to face
- Telephone call
- SMS
- E-mail
- Social media platforms

Any service that does not conform to the above standards should be reported to:

The Chief Officer

Department of Governance, Administration and ICT
County Government of Siaya
County Headquarters, Siaya Town
P. O. Box 803-40600, Siaya

E-mail: cogovernance@siaya.go.ke

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

E-mail: cecgovernance@siaya.go.ke