



# SERVICE CHARTER

## WAJIR COUNTY GOVERNMENT. PUBLIC PARTICIPATION AND CIVIC EDUCATION

. P.O BOX. 9-70200 WAJIR

## **SERVICE CHARTER**

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## **FORWARD**

The constitution of Kenya 2010, Article 174 (C) of the COK 2010 outlines the objects of devolution as “to give powers of self-governance to the people and enhance participation of the people in the exercise of the powers of the state and in making decisions affecting them”. The County government has established the directorate of public participation and civic education whose core function is to articulate commitment to Public participation and Civic engagement and to have the various departments and decentralized Units embrace this as the essential foundation and framework for creating plans and developing programs.

The purpose of this Charter is to explain to you what we do and how we provide Our services. It has been developed in consultation with our staff, our clients, and Other stakeholders. In it we set out our service commitments to you; and we seek Your feedback and advice to help us improve that service. The Service Charter has Been prepared in response to the need to inform our customers of:

- The services provided by the Directorate
- The period within which the services will be provided to our customers
- The citizen obligations,
- The rights of the citizens and
- What they are required to do when not satisfied with the services provided.

The following pages set down what the Directorate is and what it does, and records The commitment of the directorate and its staff to provide the people of Wajir County with The highest quality services, the available resources will permit.

## **COMMITMENT TO SERVICE**

This service charter is a commitment to serve our clients better and is subject to the constitution of Kenya 2010, the County government Act (2012), Article 10 of the constitution and 174(c) that provides the objects of devolution and 184(1) (c) also require mechanism for participation

## **OBJECTIVES OF THE SERVICE CHARTER**

The purpose of this Charter is to make it known to our customers and stakeholders  
Of our deliberate intention to deliver our mandate, achieve our vision and mission,  
Maintain and enhance our standards of service delivery, and our commitment to  
Continuous improvement of service delivery. This Service Charter is also intended  
To empower our customers to make more informed and specific demands on us at  
The various levels of services delivery.

## **MANDATE**

- ❖ **County Integrated Development Plan (CIDP)**
- ❖ **Annual budgeting process/Annual finance bill**
- ❖ **Project planning, Implementation and monitoring**
- ❖ **Policies and By- laws development**
- ❖ **Development in general and any matter of concern**
- ❖ **Capacity building**
- ❖ **Building strong partnership, coordination of partners' activities and County government**

- ❖ **Promote Public-Private Partnerships (PPPs), such as joint committees, technical teams and citizen committees to encourage direct dialogue and concerted action on sustainable development,**
- ❖ **To guide and promote County Public Participation and Civic Education programs**

### **MISSION**

Our mission is to provide public timely access to information and data, public access to government records, strengthen good governance and encourages citizens to participate more effectively in their government

### **VISION**

*Our Vision is to transform the Wajir people on relationship with their government. This vision harnesses the opportunities to collaborate with other agencies, the private sector and the public to undertake advocacy on core development issues such as agriculture, health, security, economic sustainable environment among others.*

### **CORE VALUE**

**COLLABORATE:** Create an open, all –inclusive working environment that is built on respect, communication, integrity and collaborative teamwork to influence decision

**Innovate:** Encourage creativity and invest in innovation to build our future

**Learn:** Pursue excellence through continuous learning and become smarter all the time about what we know and what we do in service to others

**Transparency, Accountability and Integrity:** Committed to deliver our services in an honest, accountable and transparent manner.

**Respect for human rights and gender sensitivity:** We shall render services without any discrimination regardless of race, ethnic background, religion, gender and social status

### **OUR CUSTOMERS**

Our customers are essential to our success. They include:

- Kenya Citizens (Wajir residents’)
- Civil Society organizations
- Development partners
- County Departments

	<b>Phase 1: Before Public Participation</b>	<b>Phase 2: During Public Participation</b>	<b>Phase 3: After Public Participation</b>
Obligations of the duty bearers	<ul style="list-style-type: none"> <li>• Provide all information on the subject matter and mechanisms of engagement</li> <li>• Communicate what is expected of the public</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to questions of clarification</li> <li>• Provide the ample time for members of the public to make their contribution</li> <li>• Encourage the marginalized and the weak to speak</li> </ul>	<ul style="list-style-type: none"> <li>• Assess the process from those that participate.</li> <li>• Document lessons for future improvement</li> <li>• Communicate the decisions made from the public input</li> <li>• Facilitate engagement of the public in following up on implementation i.e. to participate in monitoring and evaluation of the service delivery</li> </ul>
Obligations of the Public/ Non State Actors	<ul style="list-style-type: none"> <li>• Access and read the information provided</li> <li>• Seek further information where clarity lacks</li> <li>• Consult other members of the public to generate consensus especially where prioritization is needed</li> </ul>	<ul style="list-style-type: none"> <li>• Physically attend the meetings or send input to the online platforms created</li> <li>• Allow room for debate and compromise to create a win-win situation</li> </ul>	<ul style="list-style-type: none"> <li>• Provide feedback to the government officials on ways of improving future public participation processes</li> <li>• Participate in the many avenues of learning to be more effective in future engagements</li> <li>• Engage in and provide feedback on the quality of service and ways of improving them</li> </ul>

### **OUR COMMITMENT**

We are committed to providing the best quality service. When carrying out our responsibilities and tasks for our customers we pledge as follows:

- Services to our customers will be rendered promptly and unreservedly Place public interest before personal gain.
- Consult and collaborate with stakeholders in the delivery of services
- To strive for the highest good governance quality, scientific and ethical standards

If you contact us, we will:

Answer phone call promptly during normal office hours

- If we are unable to answer your phone query immediately, we will take your contact details and ensures that you receive response within 5 working days.
- Respond to requests for existing printed information, reference material or publications within 10 working days of receipt;
- Reply to correspondence (letter, SMS, call or email) within 7 working days for those of administrative nature and 30 working days for technical queries, or send you an acknowledgement and let you know when you can expect reply and/or where you can get assistance
- Refer you to the appropriate authority if the matter is outside the Directorates mandates

## **RIGHTS OF THE CUSTOMERS**

### **Our customers are entitled to:**

Quality and timely service from the serving officer access to relevant information and feedback.

- Confidential handling of information provided all personal and other information provided to the Directorate relating to you will be treated in utmost confidence and used only for lawful purposes unless otherwise specified by yourself or the law
- Courteous and timely response to requests, complaints and inquiries.

### **CUSTOMER OBLIGATIONS**

In our bid to provide quality and efficient services to our customers they are expected to meet following obligations:

- Familiarize themselves with the relevant government policy documents and circulars.
- Respond to enquiries without delays to enable us give them the fastest response/action required.
- Engage us in constructive criticism.
- Provide relevant and accurate information needed by serving officer.
- Demand high quality service.
- Treat serving officers with courtesy and respect.
- Give constant feedback on our services and recommendations for improvement.
- Uphold integrity and not compromise any of the Directorate officials.
- Compliance with user guidelines provided for our products and services.

· Provision of necessary legislation framework and budget by the Government.

### **REVIEW OF THIS CHARTER**

The Directorate will initiate the review of this Service Charter when need arises. Factors that may lead to the review of this charter may include but not limited to:  
The Directorate will initiate the review of this Service Charter when need arises.

Factors that may lead to the review of this charter may include but not limited to:

- A review of the given mandate
- Significant policy changes as agreed with stakeholders.

### **SERVICE EVALUATION**

After we complete our service delivery, we:

Use customer review tools such customer/client satisfaction survey to seek feedback from our customer base on our performance.

Review the feedback customer provides to us and considers measures to further improve our service delivery

Continue to respect customer confidentiality beyond the term of our engagement.

### **HANDLING COMPLAINTS**

Customers are encouraged to make suggestions, compliments and complaints to the Directorate in person or through postage, email, phone call, SMS and suggestion boxes available. If you are dissatisfied or have concerns about our day to-day services, please discuss this with the person you dealt and He/She will try to resolve your concerns immediately.

If you are still not satisfied, please contact the Department Authority, in person or through the contacts provided here below, who will respond within ten working days of hearing from you.

SERIAL	SERVICE	OBLIGATIONS	CHANGES	DURATION	RESPONSIBLE/PERSON/DIRECTORATE
1	Enquires	Voluntary visit/Call	NIL	10MINS	All Directorate Personnel's
2	Respond To Correspondence	Written Request	NIL	5-14 Days	All Directorate Personnel's



## **HANDLING COMPLAINTS**

The County government of Wajir through the Directorate has mechanisms to handle citizen complain as shown in the below;

Channel of communication	challenges	Result
Customer desk	<ul style="list-style-type: none"> <li>✓ Few members of the public seek for services at the desk</li> <li>✓ Lack of capacity on handling citizens compliant</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved civic education and public participation</li> <li>✓ Prompt response to queries</li> </ul>
Phone call/SMS	<ul style="list-style-type: none"> <li>✓ High illiteracy level</li> <li>✓ Limited access to mobile device</li> <li>✓ Expensive maintenance-airtime, power and purchasing cost of the phone</li> </ul>	<ul style="list-style-type: none"> <li>✓ Eased communication and public engagement</li> <li>✓ Prompt response to queries</li> </ul>
Radio (Local FM)	<ul style="list-style-type: none"> <li>✓ Limited coverage</li> <li>✓ Convenient to mass audience</li> <li>✓ Costly-Gadget, airtime, repair and maintenance and battery</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓ Increased public knowledge on government affairs</li> <li>✓ Eased the reach to larger audience</li> </ul>
Email	<ul style="list-style-type: none"> <li>✓ Limited access by most people due to illiteracy and network coverage.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Very few members of the public prefer email communication</li> <li>✓</li> </ul>
Suggestion box	<ul style="list-style-type: none"> <li>✓ Illiteracy</li> <li>✓ located in few places and no policy guideline for suggestion box opening</li> </ul>	<ul style="list-style-type: none"> <li>✓ very few people communicate via suggestion box due to the high illiteracy level</li> </ul>

	Social media (WhatsApp, Facebook)	<ul style="list-style-type: none"> <li>✓ High illiteracy level</li> <li>✓ Limited network coverage</li> <li>✓ Not official method of communication</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓ Eased passing messages</li> <li>✓ Not appropriate channel for some of the messages.</li> </ul>
	DASHBOARD <a href="http://bluemix.net/register">http://bluemix.net/register</a>	<ul style="list-style-type: none"> <li>✓ Low network</li> <li>✓ Online service</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improved service, faster in dictating water/source</li> </ul>

All the above complain handling mechanism are clearly stated in our policy & service charter

**WAJIR COUNTY GOVERNMENT  
COMPLAINTS AND FEEDBACK TOOL**

NAME OF COMPLAINANT:

.....  
.....

GENDER:

FEMALE

TICK:  INDIVIDUAL

COMMUNITY REPRESENTATIVE

WOMEN GROUP

YOUTH GROUP

CSO  I

**TELEPHONE NUMBER:**

**ID NO:**

**LOCATION:**

**COUNTY:**

**SUB COUNTY:**

**WARD:**

**VILLAGE:**

**NAME OF:** County Departments/Directorates/ National Government/ Agencies/ NGOs/  
Public institutions/Companies/ Private Developers  
TROUGH.....

.....

.....

.....

**NATURE OF COMPLAINT/COMPLIMENT:**

**Category**

*Please tick the box which best reflects the issue:*

- COUNTY NOTICES
- LACK OF PUBLIC PARTICIPATION IN PROJECTS
- LACK OF PUBLIC PARTICIPATION IN BUDGET
- REDUCED/INTERMITTENT PUBLIC PARTICIPATION
- MALFUNCTIONING OF BARAZA SHADES
- LACK OF BARAZA SHADES
- LACK OR LIMITED PARTICIPATION IN BUDGET AND POLICY FORMULATION
- LIMITED /ADEQUATE CHANNELS OF PASSING MESHAGE
- PROJECT IMPLEMENTATION PROBLEM
- PUBLIC CAPACITY GAP

OTHERS (Specify)

.....

**THE ISSUE/PROBLEM**

*PLEASE INDICATE OTHER NECESSARY DETAILS CONCERNING THE ISSUE YOU HAVE TICKED ABOVE*

.....

.....

.....

.....

.....

Signature \_\_\_\_\_ Date \_\_\_\_\_

RECEIVING OFFICE: .....

DEPARTMENT: .....

OFFICIAL COUNTY STAMP (Committee/government)

DATE RECEIVED: .....

DATE FORWARDED TO PUBLIC SERVICE DEPARTMENT...

**OFFICIAL USE ONLY**

FILE REFERENCE NUMBER.....

OFFICER HANDLING

(DEPARTMENT)

COMMENTS.....  
.....  
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OFFICIAL COUNTY GOVERNMENT STAMP

COMPLAINT RESOLVED: YES/NO

IF NOT (above)

REASON:  
.....  
.....  
.....  
.....  
.....

Signature \_\_\_\_\_ Date \_\_\_\_\_

**FEEDBACK**

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestions about improving our service, please let us know.

For complaints and complements,

Contact the Director public participation and civic education  
Office of Governor, Wajir County H/Qs  
Ground floor, right wing, Office No 35,  
P O Box 9-70200  
Tel. 0722636791,0716674779,0728871332.  
E-MAIL: [pubicparticipation@wajir.go.ke](mailto:pubicparticipation@wajir.go.ke)