



**COUNTY GOVERNMENT OF KILIFI
DEPARTMENT OF PUBLIC SERVICE MANAGEMENT,
DEVOLUTION AND CIVIC EDUCATION.**

VISION

To be an effective and efficient Department that provides timely Support to all other county Government entities and departments

MISSION

To Provide Leadership, Coordination and Capacity building for effective and efficient service delivery

CITIZENS SERVICE DELIVERY CHARTER

No	Services Offered	Requirements to Obtain Service	Charges	Timelines
1.	Response to Customer Enquiries	Make Clear and Specific Enquiries at; <ul style="list-style-type: none"> ❖ Head Office ❖ Sub County Office ❖ Ward Office ❖ Village Office 	Nil	5 Minutes
		Send a written correspondences or email to dpsm@kilifi.go.ke	Nil	7 Working Days
2.	Provision of Attachment/Internship & Apprenticeship	Formal Request to County Director Human Resource Management	Nil	One month from application date

3.	Handling of Customer Complaints & Compliments	Formal Complaints or compliment	Nil	Within 24 hours
4.	Provision of Online Services	Log into www.facebook.com/PSM Kilifi/dpsm@kilifi.go.ke	Nil	Within 24 hours
5.	Payment of goods and services	❖ Delivery Note ❖ Invoice	Nil	30 days
6.	Pre_qualification to supply of reserved category of goods and services by youth,women,persons with disabilities	❖ Registered Company/Business ❖ Access to Government Procurement Opportunities Certificate	Nil	As per the public Procurement and disposal Act 2015
7.	Coordination of citizen participation in development of policies & plans and delivery of Services	Attend Public participation forums	Nil	As per invitation by public notice
8.	Coordination of County Functions	Liaise with the Chief Officers, Sub county Administrators and Ward Administrators	Nil	Continuous
9.	Civic Engagement in County Governance	Division of Civic Education, Partner Organizations	Nil	Hold an Annual Devolution Clinic

Any Service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to:

The County Executive Committee Member

Po Box 519-80108, Kilifi Tel 0722223982

Email: dpsm@kilifi.go.ke

OR

Chief Executive Officer, Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.

P.O. Box 20414-00200 Nairobi Tel: +254(0)202270000/2303000

Email: complain@ombudsman.go.ke