

COUNTY GOVERNMENT OF KILIFI



COUNTY PUBLIC SERVICE BOARD

CITIZENS SERVICE DELIVERY CHARTER

NO.	SERVICES	REQUIREMENTS (CLIENT OBLIGATION)	TIMELINE
1	Advertising for vacant positions	Send applications to the County Public Service Board offices.	Prospective applicants to respond within 21 days from the date of advertisement.
2	Invitation of Shortlisted candidates	To note respective interview dates and prepare for the interviews	Within 2 months after the closing date of the advertisement
3	Interviewing shortlisted candidates	To attend and avail their original identification, academic and professional certificates.	At least 14 consecutive days prior to the date of the interview.
4	Issuance of appointment letter to a new officer	The successful candidate to avail both original and certified copies of identification, academic, professional certificates and compliance documents as per Chapter 6 of the Constitution of Kenya, 2010	Not more than 1 month from the date of the interview.
5	Engagement of Attachés	Copies of documents to be submitted by students to the Board offices: <ul style="list-style-type: none">• Application letter	Feedback within 14 days from the date of receipt of the application letter.

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		<ul style="list-style-type: none"> • National Identity Card/Students ID • Introduction letter from the university/college • Insurance cover • Academic certificate • Curriculum vitae 	
6	Handling of Complaints/grievances/appeals	Formal complaints/grievances /appeals to be submitted to the CEO/Board Secretary through P.O Box 491-80108 Kilifi or Email: cpsb@kilifi.go.ke or Tel.: 0714207777	At least 30 days to process and provide feedback to the Complainant.
7	Monitoring and implementing public officers' Code of Conduct and Ethics	Familiarize yourself with the provisions of the Code of Conduct and report cases of non-compliance to the Board	On going
8	Determining disciplinary cases and appeals in the County Public Service	Submission of the report/minutes showing the recommendations of DHRAC, CHRAC, hearing notices, show cause letters.	6 weeks from the date of presentation of the case to the Board
9	Reception services/ attending to visitors to Board offices with/ without appointment	Be courteous, specific and orderly in your request	Within 5-10 minutes
10	Responding to telephone calls.	Make clear and specific enquiries and Call using the right telephone number.	Within 3-5 rings

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11	Administering wealth declaration forms in County Public Service	Authorized Officers to collect forms for their officers from the Secretary of the Board. Fill and submit declaration form through your department New appointee to fill and return initial declaration form Fill and return final declaration form	Departments to collect forms by August of every declaration year. By end of December of the declaration year Upon collection of appointment letter During clearance
12	Approving long term staff development programs (6 months and above)	Report on recommendation for training, DHRAC minutes, CHRAC minutes, training application letter, TNA report, calling letter from the training institution, training bonds.	Within 1 month after receipt of the recommendation.
13	Promotion/suitability interview, re-designation and confirmation in appointment of serving officer	Report on recommendations, CHRAC minutes Chief Officer Finance to confirm budgetary allocation	Within 2 months after submission of the CHRAC report
14	Response to correspondences and general email enquiries sent to the Board	Send enquiries to the Board CEO/Board Secretary, Kilifi County Public Service Board, Kilifi Plaza, 2 nd Floor or P.O Box 491-80108 Kilifi or cpsb@kilifi.go.ke	Respond within 14 days from the date of receipt.