

CUSTOMER SERVICE CHARTER:

BOARD SERVICES	REQUIREMENTS (CUSTOMER OBLIGATION)	CHARGES	DURATION	RESPONSIBLE PERSON / SECTION
Attendance to visitors	Be courteous, specific and orderly in your requests	No charge	Within 10 minutes	Reception
Response to enquiries on job applications	Be specific on the job applied for or interested in.	No charge	Immediate	HR Section
Response to general email enquiries	Send a general enquiry email to: cpsb@makueni.go.ke	No charge	Within 1 day	Reception
Response to correspondences	Clearly state the subject and provide a brief of the issue.	No charge	Within 5 working days upon receipt	Board Secretary
Response to telephone calls	Make clear & specific enquiries on 0202026751/0115105310	No charge	Within the third ring of the phone	Reception
RECRUITMENT, INTERVIEWS AND PLACEMENT				
Declaration of vacant positions and placement of an Advertisement.	Submission of intent to the Board	No charges	Immediate	Board Secretary
Receiving of job applications	Submit duly filled applications to the County Public Service Board Offices Address: P. O Box 49 – 90300 Wote - Makueni	No charges	Within 14 days for the prospective applicants to respond to the advertisement or as otherwise stated	Board Secretary
Interviewing short listed candidates	Shortlisted candidates to appear for interviews with original stated documents.	No Charges	Within 45 days from the date of advertisement	Board Secretary
Notification to successful/ unsuccessful candidates	Provide correct address, mobile phone and email	No charges	Within 14 days after the interviews	Board Secretary
APPOINTMENTS, PROMOTIONS AND TRANSFERS				
Appointment of new officers	Acceptance or rejection of the offer.	No charges	Within 1 month from the date of offer	Board Secretary
Promotion of serving officers	1) Application for promotion.	No Charges	Within 60 days after	Board Secretary

	2) Shortlisted candidates to appear for interviews.		receiving the DHRMAC recommendations	
Transferring staff	Make formal request using the appropriate channel	No charge	Respond within 30 days after receipt of application	Board Secretary
DISCIPLINE AND GRIEVANCE HANDLING				
Handling Public service human resource (staff) complaints and grievances	Forward written complaints and grievances with the relevant supporting documents/evidence to the Board Secretary/CEO.	No Charges	Within 45 days	Board Secretary
Handling public/customer grievances	Forward written complaints and grievances with the relevant supporting documents/evidence to the Board Secretary/CEO.	No charge	Within 21 days	Board Secretary
Determine discipline cases in County Public Service	Provide evidence of investigation reports for or against the cases submitted	No Charges	Within 6 months	Board Secretary
Responding to staff appeals	Clearly detailed written appeal	No charge	Within 30 days	Board Secretary
TRAINING AND DEVELOPMENT				
Approval of long-term staff development programs	Request in writing using the appropriate channels	No charge	Within 30 days	Board Secretary
Posting after study leave	Present relevant documentation	No charge	Posting within 30 days	Board Secretary
MONITORING				
Monitor implementation of Public Officers code of conduct and ethics	Departments to familiarize with the provisions of the code and report cases of none compliance to the Board	No charge	Within 60 days	Board Secretary
PAYMENTS				
Payments for works, goods and services	Submit claims with all required supporting documents	No charge	Pay within 30 days	Board Secretary
DECLARATION OF WEALTH				

Administration of Wealth Declarations in Public Service	Department Heads to collect forms for their officers from the Secretary of the Board	No charges	Departments to collect forms by August for every declaration year to complete and return forms by end of December of declaration year	Board Secretary
	Fill and submit declaration form through your department by 31 st December of every declaration year	No charge	For Initial Declaration and Final within 30 days of entering and exiting service respectively	Board Secretary
	Fill and return Initial declaration form within 30 days of entering Public Service	No charge	Departments to submit returns to the Board by 31 st January of the Declaration year	Board Secretary
	Fill and return final Declaration form through their departmental head, within 30 days of exiting service	No charge	Within 30 days of exiting public service	Board Secretary
NATIONAL VALUES AND PRINCIPLES				
Sensitization of the public service and the public on National Values and Principles	Attend all sensitization forums organized by the Board	No charge	As appropriate	Board Secretary