REPUBLIC OF KENYA

COUNTY GOVERNMENT OF HOMA BAY

*Endless Potential*

# CITIZEN'S SERVICE DELIVERY CHARTER

## EXECUTIVE OFFICE OF THE GOVERNOR

## COUNTY HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICE CHARTER

### Table 1: Service Charter for the County's Human Resource Management and Development

| | ServicesRendered | RequirementstoObtain Services | Costs | Timelines |
|---|---|---|---|---|
| 1 | Formulation of Human Resourcecirculars, regulation& policiestoemployees in the public service | Provide proposal on any new policy being developed or reviewed | Nil | 4 months |
| 2 | Disseminationv interpretation of Human Resource Policies and guideline | Relevant Circulars, policies and regulations. | Nil | Within 5 working days |
| 3 | Responding/ Giving advisory to technical supportservicespertainingHR Services | None | Nil | Within5working days |
| 4 | Process Leave | Dulyfilledleaveforms | Nil | Within3days |
| 5 | Hold County Human Resource Advisory Committee Meetings (CHRMAC) | Relevantrequests and recommendations from Departmental Human Resource Advisory Committee. (DHRMAC) on HR Issues | Nil | Monthly |
| 6 | Liaison/ Coordination with other Department on HR issues | Timey written reports. And requests Provide adequate and accurate information | Nil | Within 7 working days |
| 7 | Submitreports on HRM&D for action | Reports | Nil | Quarterly |

### Table 2: Service Charter for the HRM&D Training and Development

| | ServicesRendered | RequirementstoObtain Services | Costs | Timeline |
|---|---|---|---|---|
| 1 | Newstaffinduction | Dulyfilledrequisition | Nil | Within3 months uponreporting |
| 2 | Training Need Assessment (TNA) | | | Afterevery2wyears |
| 3 | Staff development and training | Trainingrequests, minutes and approvalsfrom Departmental Human Resource Advisory Committee (DHRMAC) | Nil | Quarterly |
| 4 | TrainingBonds | Training's above 6 months (locallyor abroad.) Banding forms complete in triplicate signed and sealed by magistrate/commissioner of oaths. | Nil | Quarterly |
| 5 | EmployeesSkill Inventory | Implementation of Audit Report(s) | Nil | Continuous |
| 6 | Industrialattachment | Attachment requests | Nil | Quarterly |
| 7 | TrainingLevy | Relevantapprovalsfor staffattendingabove6 months training | Nil | Quarterly |

### Table 3: Service Charter for the HRM&D - Compensation and Benefits

| | ServicesRendered | RequirementstoObtain Services | Costs | Timelines |
|---|---|---|---|---|
| 1 | Administration of Medical Insurance Scheme | Members registration, update and declaration of dependants | Free | Within 1 month of appointment |
| 2 | Giveroticetooffiersdueto Retire | List of employees from payroll | Free | 1 year before retirement |
| 3 | Processing of Pension | Employer/employee retirement notice. Submission of relevantdocumentson receipt of notice. | Free | within 6 months ofreceiptofdocuments |
| 4 | Processingofllastrespect | Deathnotification fromtherespective Chief Officer(Nextofkinform fromthe staffFile) | Free | Within3days |
| 5 | Sensitization of County Staff on Retirement benefit scheme, statutory and non- statutory deduction | Training schedule | Budget | Continuous |
| 6 | Processing of Gratuity | Preparation of Gratuity Details of employees on contract | Budget | At end of contract term |

### Table 4: Service Charter for the HRM&D Records Management

| | ServicesRendered | RequirementstoObtain Services | Costs | Timelines |
|---|---|---|---|---|
| 1 | Movement of both personnel and subject files | Written request File movement register | Nil | Within 30 minutes |
| 2 | Dispatch of Correspondences | Provide adequate and accurate information | Nil | Within 30 mins |
| 3 | Digitalize Human Resource data on IHRIS (Integrated Human Resource Information System) | Installation of LAN Purchase of office equipment e.g. laptops | Budget | Continuous |
| 4 | Maintenance and proper storage of records | Provision of Fireproof cabinets Appropriate filling | Budget Nil | As per procurement standards Continuous |

### Table 5: Service Charter for HRM&D on Performance Management

| | ServicesRendered | RequirementstoObtain Services | Costs | Timelines |
|---|---|---|---|---|
| 1 | Coordinateperformance appraisal system | None | Nil | During the FY |
| 2 | PaymentofSalary | None | Nil | Byth15thof everymonth |
| 3 | Implementstatutoryandthird partydeductions | Deduction/payments schedulesandorders | Nil | Monthly |
| 4 | Updatehelntegrated(payroll PersonnelData(IPPD),Payroll cleansing | | Nil | Monthly |
| 5 | PaymentofAnnual leave/ Uniform allowance where applicable | Listof employees with designations | Nil | annually |
| 6 | Annualincrements | Employeeperformance/approvals | Nil | Annually |

**FEEDBACK**

The Directorate of Human Resource Management encourages our stakeholders to feel free and give feedback on services rendered to enable us improve on quality of our service delivery.

P.O. Box 469 - 40300 Homa Bay Tel: +254 (0800000870)

Email: hr.director@homabay.go.ke

Website: www.homabay.go.ke

**Contacts:**

The Chief Officer, Administration and Devolution

County Government of Homa Bay

Email: co.governance@homabay.go.ke

REPUBLIC OF KENYA

COUNTY GOVERNMENT OF HOMA BAY

*Endless Potential*

# CITIZEN'S SERVICE DELIVERY CHARTER

## GOVERNANCE, ADMINISTRATION, COMMUNICATION AND DEVOLUTION DEPARTMENT

### DECENTRALIZED UNITS - OFFICE OF WARD ADMINISTRATOR

| No | Service Rendered | Requirement to obtain the service | User Charge | Timelines |
|---|---|---|---|---|
| 1 | Enabling citizens to access relevant county staff across departments in the decentralized units | Visit between 8.00 am to 5.00 pm, Monday to Friday, except Public Holidays. | Free | 8 hours per day |
| 2 | Receiving and channeling inquiries, grievances, and compliments to relevant Departments/ Offices | Relevant information and or documents related to the request | Free | At most 2 days |
| 3 | Disseminating county government documents like county budget, county plans (CIDP and ADPs), development project information and legislations etc. | Request for information from citizens | Free | Within 17 days |
| 4 | Conducting quarterly citizen Forums | Attendance, cooperation and active participation of citizens | Free | Within 14 days |
| 5 | Linking citizens with relevant departments to access services | Inquiries for services | Free | 8 Hours |
| 6 | Coordinating activities/services offered to citizens by various development partners | Cooperation, information about activities of the group/body. | Free | Within 30 days |
| 7 | Coordinating service delivery in decentralized units | Citizen cooperation and active participation | Free | Daily |
| 8 | Maintaining database of County Development, Programmes, Projects and Activities. | Prepared documents from the respective sources /departments or units. | Free | Continuous |
| 9 | Coordinating disaster preparedness, planning, and emergency response | Factual information from citizens<br>Meteorological reports<br>Distress alerts | free | Promptly |
| 10 | Coordinating Civic Education and Public Participation activities | Attendance and active participation | Free | Routinely |
| 11 | Receiving and handling complaints and compliments in decentralized units | Oral or written complaint | Free | Daily |
| 12 | Facilitating conflict resolution in decentralized units | Submit relevant information | Free | Daily |

**Any service rendered that does not conform to the above standards should be reported to:**
**Department of Governance, Administration, Communication and Devolution**
**County Chief Officer-Governance, Administration and Devolution**
**Governors Building Behind Lake Primary School, Homa Bay Town**
**P.O. Box 469 - 40300 Homa Bay Tel: +254 (0800000870)**
**Email: report.grievance@homabay.go.ke / report.corruption@homabay.go.ke**
**Website: www.homabay.go.ke**

**Contacts:**
**The Chief Officer**
**Administration and Devolution**
**County Government of Homa Bay**
**Email: co.governance@homabay.go.ke**

REPUBLIC OF KENYA

COUNTY GOVERNMENT OF HOMA BAY

*Endless Potential*

# CITIZEN'S SERVICE DELIVERY CHARTER

## EXECUTIVE OFFICE OF THE GOVERNOR

## OFFICE OF THE COUNTY ATTORNEY CUSTOMER / STAKEHOLDERS SERVICE DELIVERY CHARTER

### Table 1: Service Charter on C.A. - Reception Services

| | SERVICES RENDERED | REQUIREMENTSTO OBTAIN SERVICES | COSTS | TIMELINE |
|---|---|---|---|---|
| 1. | Receiving a visitor to OCA | Visitor's details | FREE | 2 minutes |
| 2. | Attendingto a visitor | Inputs from the visitors | FREE | 20 minutes |
| 3. | Directing a visitor to the respective office | Confirmation from the concerned office | FREE | 5 minutes |
| 4. | Receiving and directing Complainants / Petitioners | Petitioners / complainants' details | FREE | 10 minutes |
| 5. | Coordination and facilitation of reception services for OCA activities | Request from departments | FREE | 10 minutes |

### Table 2: Service Charter on C.A. - General Administration

| | SERVICES RENDERED | REQUIREMENTSTO OBTAIN SERVICES | COSTS | TIMELINE |
|---|---|---|---|---|
| 1. | Communication of government policies to departments | None | FREE | 1 day |
| 2. | Responding to public complaints and petitions | Complaints and petitions from customers | FREE | 5 days |
| 3. | Acknowledgment of correspondence | Communication from customers | FREE | 1 day |
| 4. | Response to correspondence | Communication from customers | FREE | 1 day |
| 5. | Monitoring implementation of contracted and | Reports from the departments | FREE | Quarterly |
| 6. | Retrieval of records and documents | none | FREE | 2 hours |
| 7. | Sorting and filing of mails | none | FREE | 1 hour |
| 8. | File tracing | none | FREE | 5 days |
| 9. | Availing of files to the Action Officers | Requisition by the Action Officer | FREE | 30 minutes |
| 10. | Disposal of records | none | FREE | As per requirements of Cap 14 and Cap 19 Laws of Kenya |

### Table 3: Service Charter to C.A. - Litigation and Legal Advisory Services

| No. | SERVICES RENDERED | REQUIREMENTSTO OBTAIN SERVICES | COSTS | TIMELINE |
|---|---|---|---|---|
| 1. | Representation of the County government in court | - Provision of clear and comprehensive instructions.<br>- Statement(s) by an officer(s) with knowledge of the matter and who may be called as a witness in Court.<br>- Copies of all relevant documents and correspondence.<br>- Availing witnesses. Compliance with Court rulings, judgments, and Arbitral awards.<br>- Timely settlement of all judgments. | FREE<br><br>Other costs as maybe directed by the Courts | Aspergoverning procedural rulesand Court directions |
| | Representation in Arbitration and Alternative Dispute Resolution (ADR) | - Notice to refer the dispute to Arbitration.<br>- Availing a copy of the contract.<br>- Clear instructions including all documents, expert reports, and correspondence exchanged by the parties.<br>- Statement(s) by an officer(s)with knowledge of the matter and who may be called as awitness in Court.<br>- Availing of witnesses on time.<br>- Effecting deposit for Arbitral costs and other costs as may be directed by the Arbitral Tribunal. Settlement of awards on time, | None by the Department<br><br>Other costs as may be directed by the Arbitral Tribunal | As per Tribunals' Directions |
| 3. | Demand for government liabilities and filing recovery proceedings | - Provision of clear and comprehensive instructions and documents for claims based on Torts within 3 years and 6 years for contracts,<br>- Availing contact details (physical and postal address) of debtors.<br>- Statement(s) by an officer(s) with sufficient knowledge of the matter and who may be called as a witness in Court.<br>- Availing of witnesses on time. | FREE | 10 days<br><br>As per governing procedural rules and Court directions |
| 4. | Legal advice to the departments in ongoing cases and upon request by upon request departments | - Timely requests.<br>- Submission of relevant information and supporting documents.<br>- Feedback upon receipt of request. | FREE | 7 working days |
| 5. | Drafting of legislative proposals and policies | - Timely requests from the departments upon identification of gaps and needs | FREE | 30 working days |
| 6. | Drafting Contracts and MoUs | - Timely requests from the Departments | FREE | 14 working days |
| 7. | Provision of legal aid and advice to members of the Public. | - Written communication<br>- Personal visits | FREE | Continuous |
| 8. | Provision of technical and advisory services on legal and constitutional matters to user county Departments and Agencies. | - Written requests | FREE | 14 working days |

The County Attorney, County Government of Homa Bay
Governors Building Behind Lake Primary School, Homa Bay Town
P. O. Box 469-40300 Homa Bay Tel: +254 (0800000870)
Email: homabaycountyattorney@gmail.com / report.grievance@homabay.go.ke / report.corruption@homabay.go.ke
Website: www.homabay.go.ke

REPUBLIC OF KENYA

COUNTY GOVERNMENT OF HOMA BAY

*Endless Potential*

# CITIZEN'S SERVICE DELIVERY CHARTER

## GOVERNANCE, ADMINISTRATION, COMMUNICATION AND DEVOLUTION DEPARTMENT

### PUBLIC PARTICIPATION AND CIVIC EDUCATION SERVICE CHARTER

| NO | SERVICE RENDERED | REQUIREMENT TO OBTAIN THE SERVICES | CHARGES | TIMELINE |
|---|---|---|---|---|
| 1 | Planning and scheduling public participation events. | Attend events and give inputs | Free | At least 14 days'-notice |
| 2 | Coordinating relevant government entities and field offices in conducting public participation exercises. | Departments to provide relevant information | Free | At least 7 days before the issuance of notice |
| 3 | Conducting public surveys to determine satisfaction levels and gather feedback and input from stakeholders | Objectively participate in the surveys | Free | Annually |
| 4 | Preparing and publishing public participation reports, including the annual state of public participation report to the CA as per section 92 (2) CGA | Sourcing and reading the report | Free | Annually |
| | Providing feedback to the citizens on the issues raised during public participation | Attend public fora/forums | Free | Within 17 days |
| | | Visit relevant offices | Free | |
| | | Check public notice boards | Free | |
| | | Visit digital platforms (website, social media platforms, etc.) | Free | |
| 5 | Providing information and other relevant tools to facilitate quality public participation in decision making process | Availability in the public forums | Free | At least 7 working days before the event |
| 6 | Facilitating civic education | Attend and actively participate in the learning process | Free | Continuous |
| 7 | Promoting civic engagement and participation in democratic processes | Actively participate in the process | Free | As scheduled |
| 8 | Establishing, operationalizing and strengthening public participation platforms | Utilize established platforms | Free | Continuous |
| 9 | Assessing effectiveness of public participation processes | Give input | Free | Continuous |
| 10 | Coordinating development stakeholders that support the county government's civic education and public participation functions | Provide information | Free | Continuous |

## FEEDBACK

## TFEEDBACK CONTACTS


Chief Officer, In-Charge of Public Participation and Civic Education

TOLL FREE: 0800000870

Email address: co.stakeholdermanagement@homabay.go.ke


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


Department of Governance, Administration, Communication and Devolution

County Chief Officer-Governance, Administration and Devolution

Governors Building Behind Lake Primary School, Homa Bay Town

P. O. Box 469-40300 Homa Bay Tel: +254 (0800000870)

Email: report.grievance@homabay.go.ke / report.corruption@homabay.go.ke

Website: www.homabay.go.ke

REPUBLIC OF KENYA

COUNTY GOVERNMENT OF HOMA BAY

*Endless Potential*

# CITIZEN'S SERVICE DELIVERY CHARTER

## GOVERNANCE, ADMINISTRATION, COMMUNICATION AND DEVOLUTION DEPARTMENT

## ACCESS TO INFORMATION SERVICE CHARTER

| NO. | SERVICE RENDERED | REQUIREMENT TO OBTAIN THE SERVICE | CHARGES | TIMELINES |
|---|---|---|---|---|
| 1. | Maintaining and monitoring online communication channels (Website and social media). | Visiting the County Website (www.homabay.go.ke), County Social Media Accounts.<br>Follow the County's Social Media Accounts/Handles | Free | Immediately |
| | | Place information requests by telephone, email or through letters. | | |
| 2. | Provision of information to the media outlets | Submit requests, queries and inquiries verbally or through phone calls and emails | Free | 1 hour |
| 3. | Acknowledging receipt of access to information requests and issuing advisory on requests made | Submit written requests/correspondence (including Contact Details) | Free | Within 15 working days |
| 4. | Keeping the public informed of County Government programs and activities through online Magazines, Newsletters and Reports | Visit the County Website (www.homabay.go.ke), County Facebook page (County Government of Homa Bay) | Free | Continuous |
| | | Details of Information to be shared | | |
| 5. | Issuing Media Press Releases and organizing Media briefings/conferences | Provide correspondence address | Free | As per the specific need |
| 6. | Producing and disseminating Information Education Communication (IEC) Materials | Visit the County Website (www.homabay.go.ke), County Facebook page (County Government of Homa Bay)<br>Check Public Notice Boards<br>Visit Ward and Sub-County Administrator offices | Free | As per the specific need |
| 7. | Facilitate access to County Information and Records | Submit written ATI requests to the undersigned specifying information required | Free | Within 17 days |
| | | Make verbal requests specifying information required | | |
| 8. | Simplifying and disseminating popular versions of approved policies, legislations, plans etc. | Visit the County Website | Free | Immediately |
| | | Visit the Sub County/Ward Administrators offices | Free | |
| 9. | Regulating communication content across Departments | Details of information to be shared | Free | Continuous |
| 10. | Liaising with Government Entities to provide information to the Citizens | Written requests/correspondence<br>Contact Details | Free | Within 17 Days |
| 11. | Documenting Public participation forums i.e. Barazas, town hall sessions | Written Request from the department<br>Purpose and Agenda | Free | 14 Working Days |
| 12. | Disseminating public notices and advertisements | Written request by client department | Free | 3 Working Days |
| 13. | Communicating strategic or urgent information to the public | Looking out for county announcements | Free | Continuous |

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

**The Chief Officer In-Charge of Public Communication:**

**Department of Governance, Administration, Communication and Devolution**

**Governors Building Behind Lake Primary School, Homa Bay Town**

**P.O. Box 469 - 40300 Homa Bay Tel: +254 (0800000870)**

**Email: co.communication@homabay.go.ke**

**Website: www.homabay.go.ke**

**Contacts:**

**Chief Officer, Public Communication**

**County Government of Homa Bay**

**Email: co.commmunication@homabay.go.ke**