



**TANA RIVER COUNTY GOVERNMENT**  
**OFFICE OF THE COUNTY PUBLIC SERVICE BOARD**

**VISION:** To be an exemplary constitutional body in provision of fit for purpose county public service.

**MISSION:** To enhance Excellency in the county public service delivery by providing the required human resource in the most effective and efficient manner.

**CITIZEN SERVICE DELIVERY CHARTER**

| No. | Service Offered   | CLIENT<br>OBLIGATIONS/REQUIREMENTS  | CHARGES | Time    |
|-----|---|---|---------|---------|
| 1   | Advertisement of vacant job positions                                     | <ul style="list-style-type: none"> <li>• Indent</li> <li>• Approved Budget</li> <li>• All documents cited in the advertisement</li> </ul>   | Free    | 21 days |
| 2   | Shortlisting of candidates for advertised job positions                   | <ul style="list-style-type: none"> <li>• Proof of the minimum requirements as per the advert</li> <li>• Proof of the requirements as per chapter six of the constitution</li> </ul>   | Free    | 21days  |
| 3   | Interviewing shortlisted candidates                                       | <ul style="list-style-type: none"> <li>• Original and certified copies of academic and professional documents</li> <li>• Original and certified copy of national identity card</li> <li>• All other documents as per the advert</li> </ul>                        | Free    | 14 days |
| 4   | Notification of successful and unsuccessful candidates for job Interviews | <ul style="list-style-type: none"> <li>• Provision of correct contacts during application</li> </ul>  | Free    | 14 days |
| 5   | Appointment of new officers   | <ul style="list-style-type: none"> <li>• All documents cited in the advertisement</li> </ul>  | Free    | 7 days  |
| 6   | Creation of offices   | <ul style="list-style-type: none"> <li>• Written request for establishment of an office by the concerned head of department</li> <li>• Approved departmental organogram</li> <li>• Documents showing proof of funding for the office to be established</li> </ul> | Free    | 30 days |
| 7   | Abolishment of offices  | <ul style="list-style-type: none"> <li>• Written request for abolishment of the office(s)</li> <li>• Sufficiently documented evidence as to why the office should be abolished</li> </ul>   | Free    | 30 days |

|    |   |   |      |                                 |
|----|---|---|------|---------------------------------|
| 8  | Promotion of staffs   | <ul style="list-style-type: none"> <li>• copies of academic and professional certificates</li> <li>• Copies of letter of appointment to the current position</li> <li>• Certified copies of recent pay slips</li> <li>• Copies of National ID Card</li> <li>• Testimonials and Recommendations</li> <li>• As per scheme of Service</li> <li>• For competitive –vacancy must be declared</li> <li>• Recommendation from DHRAC,CHRAC</li> </ul> | Free | 14 days                         |
| 9  | Evaluation on the extend of offices and departments on values and principles ( <i>Article 10 &amp; 232, Public Service/Values &amp; Principles Act 2015</i> ) | <ul style="list-style-type: none"> <li>• Core mandate</li> </ul>  | Free | continuous                      |
| 10 | Disciplinary measures on errant county staff  | <ul style="list-style-type: none"> <li>• Disciplinary report forwarded to the CPSB by the CHRAC</li> <li>• Cooperation of the parties involved</li> </ul>   | Free | 6 months                        |
| 11 | Promotion of values and principles in the county public service   | <ul style="list-style-type: none"> <li>• Citizen feedback on adherence to the values and principles expected</li> </ul>   | Free | Continuously                    |
| 12 | Advisory services on HR issues  | <ul style="list-style-type: none"> <li>• Advisory role</li> </ul>   | Free | Continuously                    |
| 13 | Making Recommendations to SRC on terms of service   | <ul style="list-style-type: none"> <li>• Promptly forwarded requests, complaints and grievances to County Public Service Board.</li> </ul>  | Free | 30 days                         |
| 14 | Submission of Reports to the County Assembly/departments  | <ul style="list-style-type: none"> <li>• Formal request</li> <li>• Core mandate</li> </ul>  | Free | Regularly                       |
| 15 | Request for formal Information  | <ul style="list-style-type: none"> <li>• Written request</li> </ul>   | Free | 2 days                          |
| 16 | Handling public/costumers grievances  | <ul style="list-style-type: none"> <li>• Written request</li> </ul>   | Free | 30 days                         |
| 17 | Handling Human resource appeals   | <ul style="list-style-type: none"> <li>• Written formal appeal</li> <li>• Written sanction</li> </ul>   | Free | 3 months from receipt of letter |
| 18 | Responding to non-compliance cases  | <ul style="list-style-type: none"> <li>• Written request</li> <li>• evidential data</li> </ul>  | Free | 14 days                         |
| 19 | Budget Preparation  | <ul style="list-style-type: none"> <li>• Guidelines from both county and National Treasury</li> </ul>   | Free | continuous                      |
| 20 | Responding to Audit Queries   | <ul style="list-style-type: none"> <li>• Queries raised</li> </ul>  | Free | 14 days                         |
| 21 | supply and delivery of goods/works and services   | <ul style="list-style-type: none"> <li>• Requisition/specification/Term of reference</li> </ul>   | Free | 2 month                         |

|    |  |  |   |            |
|----|--|--|---|------------|
| 22 | Employees statutory Deduction payments | <ul style="list-style-type: none"> <li>Core mandate</li> </ul>             | Free  | Regularly  |
| 23 | Confirmation                           | <ul style="list-style-type: none"> <li>Reports from supervisor</li> </ul>  | Free  | 6 months   |
| 23 | Health and Safety issues               | <ul style="list-style-type: none"> <li>Health and Safety policy</li> </ul> | As per the National Occupational Health and Safety Service policy | continuous |
| 24 | Performance Management                 | <ul style="list-style-type: none"> <li>Reports</li> </ul>                  | free  | Quarterly  |

### **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 services, please let us know.

#### **For complaints and complements please contact**

The Board Secretary/ Chief Executive Officer  
Tana River County Public Service Board (CPSB)  
P O Box 181-70101 Hola  
At kasarani adjacent to DCCs  
Tel: 0705458888  
Email: [public.service@tanariver.go.ke](mailto:public.service@tanariver.go.ke)  
Office hours: 8.00 am- 5.00 pm (Monday – Friday)

Alternatively, you can drop your complaint/suggestion in the suggestion box located at the County public Board offices.