



**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 OBLIGATIONS/REQUIREMENTS	CHARGES	Time
1	Advertisement of vacant job positions	<ul style="list-style-type: none"> • Indent • Approved Budget • All documents cited in the advertisement 	Free	21 days
2	Shortlisting of candidates for advertised job positions	<ul style="list-style-type: none"> • Proof of the minimum requirements as per the advert • Proof of the requirements as per chapter six of the constitution 	Free	21days
3	Interviewing shortlisted candidates	<ul style="list-style-type: none"> • Original and certified copies of academic and professional documents • Original and certified copy of national identity card • All other documents as per the advert 	Free	14 days
4	Notification of successful and unsuccessful candidates for job Interviews	<ul style="list-style-type: none"> • Provision of correct contacts during application 	Free	14 days
5	Appointment of new officers	<ul style="list-style-type: none"> • All documents cited in the advertisement 	Free	7 days
6	Creation of offices	<ul style="list-style-type: none"> • Written request for establishment of an office by the concerned head of department • Approved departmental organogram • Documents showing proof of funding for the office to be established 	Free	30 days
7	Abolishment of offices	<ul style="list-style-type: none"> • Written request for abolishment of the office(s) • Sufficiently documented evidence as to why the office should be abolished 	Free	30 days

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

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