



COUNTY GOVERNMENT OF TAITA TAVETA
COUNTY PUBLIC SERVICE BOARD
CUSTOMER SERVICE CHARTER

VISION

Competent and Motivated County Public Service

MISSION

To provide transformative and results oriented human resource through equitable process for efficient and effective public service delivery

CORE VALUES

- Professional Ethics
- Equity and Equality
- Teamwork
- Transparency and Accountability
- Timeliness
- Honesty and Integrity
- Cooperation and Collaboration
- Participatory Approach
- Inclusivity
- Creativity and Innovation
- Attitude

MOTTO

Service to humanity is service to God

CORE FUNCTIONS

- Establish and abolish offices in the County Public Service;
- Recruitment of County Public Service staff;
- Exercise disciplinary control in the County Public Service;
- Promote values and principles of governance in the County Public Service;
- Facilitate the development of coherent, integrated human resource planning and budgeting for personnel emoluments in the County;
- Advise the County Government on the implementation and monitoring of the national performance management systems; and,
- Make recommendations on remuneration, pensions, and gratuities to the Salaries and Remuneration Commission.

OUR COMMITMENTS

The County Public Service Board is committed to:

- Adhering to the rule of law when executing its mandate;
- Develop capacity of the county public service to ensure more effective and efficient delivery of services in various sectors;
- Ensure that qualified employees are attracted and retained within the county public service by offering attractive remuneration, incentives and implementing a rewards and sanctions policy;
- Promote the values and principles and ensure they are upheld by the employees within the county for the purpose of maintaining high standards of professional ethics in service delivery;
- Observe fair competition and merit as the basis of appointments and promotions in the county public service;
- Advise the County Government on efficient, effective and economic use of resources in the county public service;
- Monitor, evaluate and report on compliance with various laws, regulations and policies;
- Provide responsive, prompt, effective, impartial and equitable services; and
- Responsive to needs of person with special needs.

SERVICE DELIVERY STANDARDS

No	Service Offered	Requirements to Obtain Service	Cost (Kshs)	Time Frame
1.	Response to customer enquiries (Physical Visit)	<ul style="list-style-type: none"> • Be courteous and specific in your requests • Make clear and specific enquiries 	Free	5 minutes
2.	Response to telephone calls	<ul style="list-style-type: none"> • Call using the correct County Public Service Board number; 0710988455 	Normal Telephone Operator Charges	Within the 5 th ring of phone
3	Response to mail enquiries	<ul style="list-style-type: none"> • Send written correspondence • Send an e-mail 	Normal Operator Charges	5 working days 1 working day
4	Response to enquiries on status of job applications	<ul style="list-style-type: none"> • Send SMS or call the County Public Service Board's Official line; 0710988455 • Send postal mail or visit the County Public Service Board 	Normal Operator Charges	Immediately for SMS and calls 1 working day for email 5 working days for postal mail
5	Job application	<ul style="list-style-type: none"> • Submit duly completed and signed applications 	Free	Within the period stipulated in the advert.

REDRESS MECHANISMS

For compliments and complaints contact:

County Public Service Board Secretary

Location : opposite Dan Mwazo CDF Hall, along Moi County Referral hospital and adjacently near River Jordan Hospital

P.O Box, Private Bag, Voi.

Tel: 0710 988 455

Email: cpsb@taitataveta.go.ke/
taitacpsb@gmail.com

Or

The Chief Executive Officer, Commission on Administrative Justice

Tel : 240337/224029/0722970604

Email : ombudsmankenya@gmail.com

OFFICE HOURS: Monday-Friday: 8.00 am to 1.00 pm

2.00 pm to 5.00 pm

Closed on Weekends & Holidays