THE COUNTY GOVERNMENT OF HOMA BAY

COUNTY PUBLIC SERVICE BOARD

CITIZEN SERVICE DELIVERY CHARTER

Vision Statement:

The Board Envisions Excellence In Public Service Delivery And Management For County Transformation

Mission Statement:

The Board Exists To Provide Overall Leadership And Coordination In The Management Of The County's Human Resources For Effective Service Delivery

Core Values:

Patriotism, Professionalism, Integrity, Human Dignity, Good Governance, and Diversity

CITIZEN SERVICE DELIVERY CHARTER MATRIX

No.	Services Offered	Citizen Requirement	Cost	Time
1.	Creation of offices	• 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
2.	Abolishment of offices	• Written request for abolishment of the office(s) • Approved departmental organogram • Sufficiently documented evidence as to why the office should be abolished	Free	30 days
3.	Filling of vacant post for staff in the Public Service (i) Carrying out advertisement of vacant posts	• Departments declare vacant positions • Departments submit indents and relevant schemes of service • Clients submit applications with relevant certificates and testimonial within the given time frame as stipulated in the advertisement	Free	3 months from the date of submission of indents
	(ii) Carrying out shortlisting	• Shortlisted candidates check results on the website.		
	(iii) Interview and selection of candidates	• Candidates provide original certificates and testimonials • Candidates check for the results on the county website		
	(iv) Notification of successful and unsuccessful candidates for job Interviews	• Successful candidates are notified by the County Public Service Board		
	(v) Appointment of new officers	• Successful candidates collect letter of offer from the County Public Service Board		
	(vi) Promotion of staff	• Depertment submit request • Department provide indent and relevant schemes of service • Department submit appraisal forms • Candidates sit for interview for competitive cardres	Free	2 months from the date of advertisement submission
	(vii) Re-designation of staff	• On request	Free	30 days
	(viii) Inter county staff tranfers	• On request	Free	30 days
4.	Audit of offices and departments on values and principles (Article 10 & 232, Public Service/Values & Principles Act 2015)	• Written complaint	Free Free	Continuous
5.	Disciplinary measures on errant county staff	• Disciplinary report forwarded to the CPSB by the county HR directorate • Cooperation of the parties involved	Free	21 days
6.	Promotion of values and principles in the county public service	• Citizen feedback on adherence to the values and principles expected • Internal/external survey	Free	Continuous
7.	Advisory services on HR issues	• Request for services	Free	Continuous
8.	Making Recommendations to SRC on terms of service	• Promptly forwarded requests, complaints and grievances to County Public Service Board.	Free	30 days
9.	Submission of Reports to the County Assembly	• Statutory requirement	Free	Quartely and Annualy
10.	Information and advisory opinion	• Written request	Free	7 days
11.	Handling customer grievances	• Written request	Free	30 days
12.	Handling Human resource appeals	• Written request	Free	21 days from receipt of letter

Any service that does not conform to standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should immediately be reported to:

The Chairman
Homa Bay County Public Service Board (HCPSB)
County Government of Homa Bay.

Telephone
0798579358

Email
county.psb@homabay.go.ke

Homa Bay County
https://www.homabay.go.ke

Alternatively, you can drop your complaint/suggestion in the suggestion box located at the County Public Service Board office