

COUNTY GOVERNMENT OF ISIOLO



DEPARTMENT OF PUBLIC SERVICE MANAGEMENT SERVICE CHARTER

SERVICES	REQUIREMENTS (CUSTOMER OBLIGATION)	USER CHARGES	SERVICE TIME LINE
<ul style="list-style-type: none"> Attendance and customer care desk/enquiries Attending to visitors 	<ul style="list-style-type: none"> Fill in visitors' form/register Cooperation from visitors/clients Sanitize You should be courteous, specific and orderly in your requests 	Free	5 Minutes
Responding to enquiries	You must be specific on what is required	Free	5 Minutes
Responding to general email enquires sent to the department	Please send a general enquiry email to: www.isiolo.go.ke		5 Minutes
Responding to correspondences	<ul style="list-style-type: none"> You must clearly state subject You should provide brief history of the issue 		One (1) day
Staff promotion	<ul style="list-style-type: none"> Appraisal form Recommendation from supervisor Copies of academic and professional certificates Recommendations by DHRAC and CHRAC Approvals by CPSB 	Free	30 days

Confirmation of staff	<ul style="list-style-type: none"> • Reports from supervisor • Recommendations by DHRAC and CHRAC • Approvals by CPSB 	Free	14 days
Deployment of staff	<ul style="list-style-type: none"> • Request from departments • Approvals from CS 	Free	5 days
Re-designation	<ul style="list-style-type: none"> • Relevant academic certificates • Recommendation by supervisor, DHRAC and CHRMAC • Approval by CPSB 	Free	30 days

Transfer of staff	<ul style="list-style-type: none"> • Request from department/individual • Approval by CPSB for inter-county transfers • Approval by CS for interdepartmental transfer 	Free	30 days
Staff Compensations and Benefits.	<ul style="list-style-type: none"> • Retirement notice • Initial Appointments letter • Clearance forms/letter 	Free	30 days
<ul style="list-style-type: none"> • Leave administration – Annual Leave • Maternity/paternity Leave 	<ul style="list-style-type: none"> • Complete leave request • Approval by the supervisor • Approval by respective CCO and DHRM&D • Completed Leave form • Birth certificate or Notification 	Free	7 days
Study Leave	<ul style="list-style-type: none"> • Complete study-leave request form • Properly filled and executed Bonding Form • Recommendation by DHRAC and CHRAC • Approval by CPSB 	Free	30 days
Posting after study leave or disciplinary cases	Present relevant documentation	Free	30 days
Resolution of Staff Disciplinary cases	<ul style="list-style-type: none"> • Reports from Supervisor • Recommendation by CHRAC 	Free	60 days

Resolution of customer complaint	In case of unsatisfactory attention by staff, submit genuine complaints to: Chief Officer	Free	14 days
Resolution to staff appeals	Clearly detailed written complaint and grievances	Free	30 days

**Office of the County Chief Officer
Public Service Management
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Isiolo, Kenya
Website:www.isiolo.go.ke**

**Office of the Ombudsman
Commission Secretary/CEO
Commission on administrative Justice
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Website:www.ombudsman.go.ke**

**IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICES
"HUDUMA BORA NI HAKI YAKO"**