

**DEPARTMENT OF HEALTH SERVICES,
CITIZENS' SERVICE DELIVERY CHARTER**

Vision

A wealthy county with happy, healthy and secure people.

Mission

To create and sustain an environment that unlocks potential of the people of Nyeri to achieve progressive socio-economic growth by running an open government.

Core Values

1. Patriotism
2. Professionalism
3. Inclusivity
4. Team Work
5. Integrity
6. Accountability

	Service Rendered	Client requirement	Fee	Timeline
1.	(a) Visitors' reception	Courtesy	Free	Within three (3) minutes of arrival
	(b) Telephone calls	Courtesy	Free	Within 3 rings
	(c) Routine Correspondence	Courtesy	Free	Response within 3 days upon receipt
	(d) Technical correspondence	Courtesy	Free	Response within 7 days upon receipt
2.	Communication on decisions from CPSB and any other office.	Courtesy	Free	Within one 7 days before commencement of the course
3.	Procurement of goods and services	Attach relevant Documents	Free	Adherence to public procurement and Disposal Act.
4.	Review and formulate policy legislations, guidelines for implementation of Health sector programmes	On demand	Free	As need arises
5.	Capacity building on technical and cross cutting issues	On need basis	Free	Within one (1) month
6.	Response to clients Questions/Complaints	Formal complaint	Free	Within 7 Days.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY:

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

Office of the Director, Health department
P.O BOX 110, Nyeri 10100
Telephone: 0758563121
Emergency Operations Centre Number: 0800721019
Email: nyericountyhealth@yahoo.com