



COUNTY GOVERNMENT OF NYERI



DEPARTMENT OF EDUCATION AND TRAINING

SERVICE DELIVERY CHARTER

Vision: A globally competitive sector in provision of quality education, training, research and innovation services for sustainable development.

Mission: To provide, promote and coordinate quality education and training, adoption and integration of science and technology for sustainable socio-economic development.

Core values: Patriotism, Professionalism, Inclusivity, Teamwork, Integrity and Accountability.

DIRECTORATE OF EDUCATION AND TRAINING				
S/NO	SERVICE PROVIDED	CLIENT/CUSTOMER REQUIREMENT	CHARGES	TIMELINES
1	Customer needs/enquiries	-formal enquiry at the department offices and provide accurate contact details e.g. postal address, telephone and email -compliance with government regulations -provide clear and accurate information	free	-email: eight (8) hours after receipt during working hours -letter: within five (5) working days - phone call: after three(3) rings
2	Processing of payment documents of service provider	-supply quality goods and/or services -submit invoice and all supporting documents.	free	-within thirty(30) days after receipt of goods/service, invoice and certificate by the inspection and acceptance committee
3	Information dissemination	-formal request for information through formal channels of communication	free	-within five(5) working days
4	Reports	-formal request for reports if not statutory required	free	-for statutory: as required by the law -non-statutory : within five(5) working days
5	Training in vocational and technical skills	-must be willing to participate in constructive training related programs	As per VTC guidelines	-minimum of four hundred and eighty (480) hours of training
6	Training in entrepreneurship, life and leadership skills	-must be willing to participate in constructive training related programs	As per VTC guidelines	-minimum of four hundred and eighty(480) hours of training
7	E.C.D.E care and learning	-Four (4) to five (5) years -child be availed in school	As per E.C.D.E policy	-one thousand four hundred and forty (1440) hours
8	V.T.C B.O.G capacity building	-must participate in capacity building programs	free	-one to three(1-3)days
9	Elimu fund bursary	-must make request by filling the prescribed application form -must be identified as needy and deserving during public participation meeting at the sub-county level or during home visits -collect cheque and deliver to school -bring schools acknowledgement and receipt back to office	free	-six(6) months

FOR ENQUIRIES CONTACT;

COUNTY EXECUTIVE COMMITTEE MEMBER
Department of Education and Training
Block "C", 2ND floor, Left Wing Room 230 B
P.O BOX 1112-10100 NYERI
Email: elimuwaziricec @ gmail.com

THE CHIEF OFFICER
Department of Education and Training
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SERIKALI YA KAUNTI YA NYERI



IDARA YA ELIMU NA MAFUNZO

MKATABA WA UTOAJI WA HUDUMA

Dira: Sekta yenye ushindani wa kimataifa katika utoaji wa elimu bora, mafunzo, utafiti na huduma za uvumbuzi kwa maendeleo endelevu.

Dhamira: Kutoa, kukuza na kuratibu elimu na mafunzo bora, kupitishwa na kuunganisha sayansi na teknolojia kwa maendeleo endelevu ya kijamii na kiuchumi.

Maandili ya msingi: uzalendo,weledi,ujumuishi,kazi ya pamoja,uadilifu na uwajibikaji.

KURUGENZI LA ELIMU NA MAFUNZO YA KIUFUNDI				
S/NO	HUDUMA ZINAZOTOLEWA	MAHITAJI YA WATEJA	MALIPO	MUDA WA HUDUMA
1	Kushugulikia mahitaji au maswala ya wateja	-kuwasilisha mahitaji au maswala rasmi kwa ofisi za idara na kupeana anwani, saduku la posta, namba ya simu au barua pepe kamili; -kuzingatia kanuni za serikali -toa habari wazi na sahihi	Bila malipo	-barua pepe: ndani ya masaa nane(8) -barua: siku tano(5) -simu: mara tatu(3)
2	Malipo kwa watoa huduma	-usambazaji wa huduma na bidhaa bora -Peana Ankara na hati zote zinazounga mkono	Bila malipo	-Siku thelathini(30) baada ya kupokea bidhaa/huduma, -Ankara na udhibitisho na kamati ya ukaguzi na kukubalika
3	Usambazaji wa habari	-ombi rasmi la habari kupitia njia rasmi za mawasiliano	Bila malipo	-Kati ya siku tano(5) za kazi
4	Ripoti	-ombi rasmi la ripoti ikiwa sio lazima	Bila malipo	-Kwa kisheria- inavyotakiwa na sharia -Isiyo kisheria-kwa siku tano(5) za kazi
5	Mafunzo katika ustadi wa ufundi na ufundi	Mgombea lazima anamiliki na atoe hati sahihi za masomo	Kama kwa sera ya VTC	-Kati ya masaa mia nne themanini(480)
6	Mafunzo katika ujasirimali,maisha na ustadi wa uongozi	Lazima awe tayari kushiriki katika program za mafunzo zinazohusiana na vijana	Kama kwa sera ya shule	-Kati ya masaa mia nne themanini(480)
7	Utunzaji na ufunzaji wa E.C.D.E	Umri wa miaka 4 hadi 5 Motto awasiliswe	Kama kwa sera ya shule	-Masaa laki moja mianne arubaini(1440)
8	Kutoa mafunzo ya usimamizi kwa bodi ya usimamizi	Lazima awe tayari kushiriki katika program za kujenga uwezo Lazima ajaze fomu rasmi ya kuuliza -lazima itambuliwe kama mhitaji na mnyonge wakati wa ushirika wa umma au ziara	Bila malipo	-Kati ya siku moja hadi tatu(1-3)
9	Elimu fund bursary	-lazima ajaze fomu rasmi ya kuuliza -lazima itambuliwe kama mhitaji na mnyonge wakati wa ushirika wa umma au ziara za nyumbani -kukusanya hudi na kupeleka shuleni -kurudisha sifa za shule na risiti ofisini	Bila malipo	-Miezi sita (6)

KWA MAWASILIANO WASILIANA;

MJUMBE WA KAMATI UTENDAJI KATA

Idara ya Elimu na Mafunzo

Block "C", 2nd floor, Left Wing Room 230 B

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AFISA MKUU

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