



# 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**  
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