



COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF EDUCATION, TRAINING AND DEVOLUTION

ECDE SECTOR

SERVICE DELIVERY CHARTER

Vision: A globally competitive education and training system that is innovative, transformative, and focused on sustainable development.

Mission: To provide, promote, and coordinate quality education, training, and innovation 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	Information dissemination for ECDE	-formal request for information through formal channels of communication	free	-within five (5) working days
3	Reports (Enrolment)	-formal request for reports if not statutory required	free	-for statutory: as required by the law - non-statutory: within five(5) working days
4	Care and learning for SNE children	-medical report -assessment report	free	-Assessment: 1 week after being referred to an assessment centre. -Learning: minimum of one thousand four hundred and forty (1440) hours
5	Co-curricular Activities	-child to be available for co-curricular activities	free	-When co-curricular dates are announced
6	ECDE learning	- Four (4) to five (5) years -child be availed in school	free	-one thousand four hundred and forty (1440) hours

FOR ENQUIRIES CONTACT;

TEACHER IN CHARGE

ECDE CENTRE

P.O BOX 1112-10100 NYERI



SERIKALI YA KAUNTI YA NYERI
IDARA YA ELIMU, MAFUNZO NA UGATUZI



SEKTA YA SHULE ZA CHEKECHEA

MKATABA WA UTOAJI WA HUDUMA

Dira: Mfumo wa elimu na mafunzo wenye ushindani wa kimataifa ambao ni wa kibunifu, unaoleta mabadiliko, na unaozingatia maendeleo endelevu.

Dhamira: Kutoa, kukuza na kuratibu elimu bora, mafunzo na uvumbuzi 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	Usambazaji wa habari	-ombi rasmi la habari kupitia njia rasmi za mawasiliano	Bila malipo	-Kati ya siku tano(5) za kazi
3	Ripoti (Idadi ya Watoto)	-ombi rasmi la ripoti ikiwa sio lazima	Bila malipo	-Kwa kisheria- inavyotakiwa na sharia -Isiyo kisheria-kwa siku tano(5) za kazi
4	Utunzaji na ufunzaji ya watoto walio na mahitaji maalum	- Ripoti ya kiafya - Ripoti ya tathmini -	Bila malipo	-Muda wa kutathminiwa: wiki moja baada ya kufanyiwa tathmini katika kituo -Masaa elfu moja mia nne arubaini(1440)
5	Masomo ya ziada	- Mtoto awasilishwe	Bila malipo	-Masomo ya ziada yanapotangazwa
6	Ufunzaji wa Elimu ya chekechea	-Umri wa miaka 4 hadi 5 Mtoto awasilishwe	Bila malipo	-Masaa elfu moja mia nne arubaini(1440)

KWA MAWASILIANO WASILIANA;

MWALIMU MKUU WA CHEKECHEA

SHULE YA CHEKECHEA

S.L.P 1112-10100 NYERI