COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF GENDER, YOUTH, SPORTS, AND SOCIAL SERVICES

CUSTOMER SERVICE DELIVERY CHARTER

VISION STATEMENT

A center of excellence in promotion of social equity to Nyeri citizens and disaster management

MISSION STATEMENT

To formulate, promote, coordinate and implement policies, plans and programs on Gender, Youth, Sports, Social Services and Disaster Management for sustainable social-economic development for the Nyeri community.

MANDATE

- Provide community social -economic support.
- Capacity building and empowerment of the marginalized groups in the society.
- Disas ter management and mitigation.
- Develop and promote sporting activities in the county.
- Promote, establish, equip, manage and maintain libraries in the county

CORE VALUES

1. Patriotism 2. Compassion 3. Integrity and Accountability 4. Innovativeness
5. Teamwork 6. Respect 7. Discipline 8. Client orientated

S/NO.	SERVICES PROVIDED	REQUIREMENTS FROM THE CLIENT/CUSTOMER	COST IMPLICATION TO THE CLIENT	TIMELINES
GENERAL OFFICE ADMINISTRATION				
1	Visitors Reception	Courtesy	Free	Immediate acknowledgement / Feedback within three (3) minutes
2	Telephone Calls	Courtesy	Free	Within three (3) rings
3	Responding to written requests and enquiries	Request Letter	Free	Immediate acknowledgement Within seven (7) days
4	Resolution of Complaints	**Written/email complaints** Lodging of complaint in writing through letter or email **Walk-ins** Duly filled compliant form Supporting documents to the complaints	Free	Acknowledgement-within 3 working days Feedback – 10 working days Investigation – 30-60 working days Acknowledgement-within 3 working days Feedback – 10 working days Investigation – 30-60 working days
5	Technical Correspondence	Courtesy	Free	Response within 14 working days upon receipt
6	Linkage and Referrals to other Departments and Agencies	Clear Expression of Need	Free	Within five (5) minutes upon expression of need requiring referral
7	Industrial Attachment	Individual request Letter for attachment	Free	Within five (5) days
8	Hire of Grounds	Written Request for hire	As per the County Government Finance Bill	Upon booking confirmation and presentation of payment receipt
9	Hire of Social Halls	Written Request for hire	As per the County Government Finance Bill	Upon booking confirmation and presentation of payment receipt
DISASTER MANAGEMENT DIRECTORATE				
10	General Inquiries	Client presence at any duty station	Free	Within five (5) minutes of arrival
11	Response to Fire and Other Emergencies / Disasters	Customer calls and giving clear directions to the distress location.	Free	Team dispatch from the station within 5 minutes.
12	Responding to Written Requests	Request Letter	Free	Within seven (7) days
13	Linkage and Referrals to other Departments and Agencies	Clear Expression of Need	Free	Within five (5) minutes upon expression of need requiring referral
GENDER AND SOCIAL SERVICES DIRECTORATE				
14	Sensitization and training on Gender issues	Formal request	Free	Continuous
15	Socio-economic empowerment for Youth, Women and Vulnerable groups	Formal request	Free	Continuous
16	Dissemination of Gender related policies	Formal Request	Free	Within Fourteen (14) working days
17	Referral of Gender Based Violence survivors	Request either via visit to Gender offices, formal request either written or verbal or any other acceptable medium of communication. Client can also call the toll-free line 1195	Free	Immediately
18	Referral of individuals and groups to relevant service providers	Formal Request Proposal or concept write-up	Free	Within 5 – 10 minutes
19	Technical advisory on Gender development	Formal request	Free	As per the request
20	Social inquiry and response	Clear expression of need Contact information	Free	Immediate Acknowledgement Within 2 days upon receipt of the request 3 working days after to presentation of social enquiry recommendations
21	Karatina Children's Home Free	Committal Letter Compliance with set conditions	Free	Response within 5 working days upon receipt
22	Daily Library Access Fees	Client presence in any library	As per the County Government Finance Bill	Immediately
24	Institutional Library Membership	Clear understanding of the user manual Application letter signed by the Head of Institution who will also act as the guarantor and details of one staff member who will be in charge of borrowing and returning books. Duly filled application for membership form	As per the County Government Finance Bill	Within Twenty (20) minutes upon submission of all the required documents
25	Instant Individual Membership	Clear understanding of the user manual. Duly filled application for membership form Doesn't require a guarantor Member limited to borrowing 1 book of less value.	As per the County Government Finance Bill	Within Ten (10) minutes upon submission of all the required documents
26	Library book loan	Membership card or National i.D.	As per the County Government Finance Bill	Within five (5) minutes
27	Access to library e-resources	Basic computer literacy	Free	Immediately based on availability of computer or using own laptop.
28	Library reference services	Placement of an inquiry	Free	Within 5 – 10 minutes
29	Library general inquiries	Client presence at any library Formal written request	Free	Within 5 – 10 minutes
30	Consultancy Services (Technical assistance on library development).	Formal written request to the librarian-in-charge	As per Consultancy Manual	Within 5 working days
YOUTH AND SPORTS DIRECTORATE				
31	Sensitization and training on Youth issues	Formal request	Free	Continuous
	Socio-economic empowerment for Youth	Formal request	Free	Continuous
33	Dissemination of youth related policies	Formal Request	Free	Within Fourteen (14) working days
	Referral of individuals and groups to relevant service providers	Formal Request Proposal or concept write-up	Free	Within 5 – 10 minutes
	Technical advisory on youth development	Formal request	Free	As per the request
36	Talent scouting and development	Proposal from interested parties	Free	Continuous
	Provision of Sports equipment	Written request letter and other relevant support documents	Free	Within 30 days of receipt of equipment
38	Infrastructure development and rehabilitation of sports facilities	Request letter Compliance with set conditions	Free	Continuous
39	Supervision of Federations/ Club elections	Prior and timely communication to the office with relevant support documents	Free	As per the request letter
40	Provision of technical support to federations	Written formal request	Free	As per the request
41	Peaceful resolution of sports disputes among players/ federations and or organizations	Written notification of dispute Participation of the disputants	Free	Between 5 – 21 days but this is dependent on the nature of the dispute
42	Access/ use of Sports facilities (fields and stadium)	Written Request for hire	As per the County Government Finance Bill	Upon booking confirmation and presentation of payment receipt

DISASTER EMERGENCY TOLL FREE LINE

1549

PIGA BILA MALIPO

Office Hours: Monday – Friday, 8.00am – 1.00pm & 2.00pm – 5.00pm with the exemption of public holidays.

For any inquiry get in touch with us through: Tel: +254 721 019 019. County Fire Emergency Numbers: Nyeri Fire Station – 0612 032 961, Karatina Fire Station – 0721 367 998

COUNTY EXECUTIVE COMMITTEE MEMBER
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THE CHIEF OFFICER
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Email: gsocialservices@gmail.com

Follow us on Facebook: Department of Gender Youth and Social Services- Nyeri County

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