

COUNTY GOVERNMENT OF TANA RIVER
DEPARTMENT OF PUBLIC SERVICE MANAGEMENT, ADMINISTRATION,
DEVOLUTION, ICT, PROTOCOL, CUSTOMER CARE & PUBLIC COMMUNICATION
P.O. BOX 29-70101, HOLA

9th December 2024

Memo

TO:

HEAD OF PROCUREMENT

RE: DISSEMINATION OF NEW ICT EQUIPMENT INSPECTION WORKFLOW TO
PROCUREMENT OFFICERS

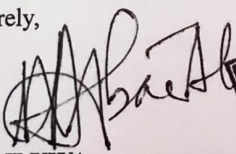
Dear Muatwa,

As part of our ongoing efforts to streamline the procurement and inspection processes for new ICT equipment, we have developed a comprehensive workflow to ensure that all newly acquired ICT equipment is properly inspected and meets the required standards before being distributed for use.

We kindly request that you disseminate this inspection workflow to all procurement officers in the relevant departments. It is essential that each officer follows these steps to ensure that all new ICT equipment is properly inspected and meets the expected standards. Please inform all concerned parties that any discrepancies or issues found during the ICT equipment inspection process should be promptly reported to the procurement department for resolution.

Thank you for your cooperation and continued efforts to ensure that our ICT procurement process is effective and efficient.

Sincerely,


ALI MLUWA

CCO - PUBLIC SERVICE MANAGEMENT, ADMINISTRATION,
DEVOLUTION, ICT, PROTOCOL, CUSTOMER CARE & PUBLIC COMMUNICATION



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COUNTY GOVERNMENT OF TANA RIVER
DEPARTMENT OF PUBLIC SERVICE MANAGEMENT, ADMINISTRATION,
DEVOLUTION, ICT, PROTOCOL, CUSTOMER CARE & PUBLIC COMMUNICATION
P.O. BOX 29-70101, HOLA

05 December 2024

Inspection of New ICT Equipment Process Workflow Overview

1. Receiving Equipment:

- Once the ICT equipment arrives, Procurement Officers must verify the delivery against the purchase order to ensure all items are included.

2. Preliminary Inspection:

- Equipment must undergo an initial inspection for any physical damage or signs of mishandling during shipping (e.g., dents, scratches, broken parts).

3. Technical Evaluation:

- A technical team or designated staff will conduct a detailed inspection to ensure that all specifications (e.g., hardware components, software configurations, functionality) match the order and that the equipment is fully operational.

4. Documentation and Reporting:

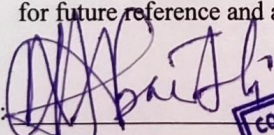
- A detailed inspection report must be completed, highlighting the equipment's condition, any discrepancies, and recommendations for action.

5. Approval for Use:

- Once the inspection report is reviewed and approved, the equipment can be cleared for distribution to the relevant departments.

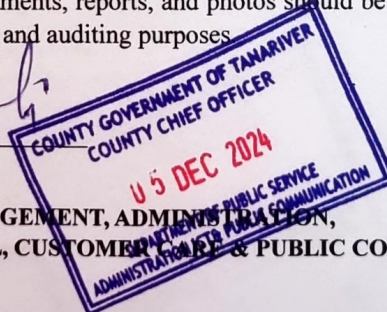
6. Record Keeping:

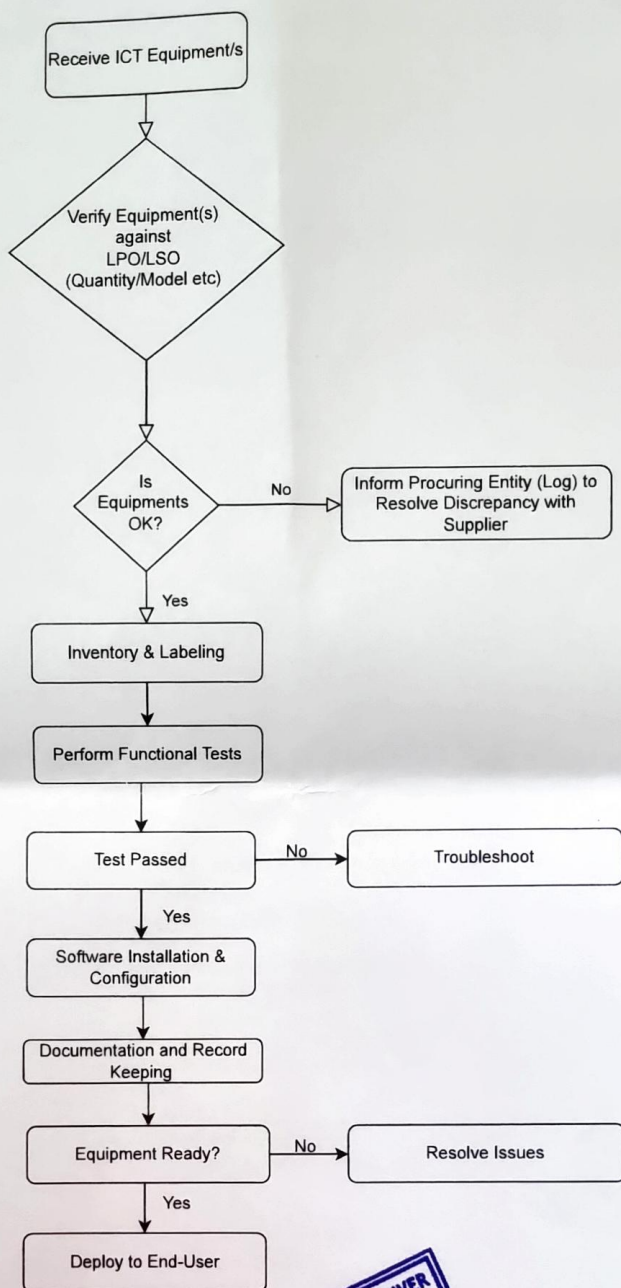
- All inspection documents, reports, and photos should be properly filed and stored for future reference and auditing purposes.

Approved by: 

ALI MLUWA

CCO - PUBLIC SERVICE MANAGEMENT, ADMINISTRATION,
DEVOLUTION, ICT, PROTOCOL, CUSTOMER CARE & PUBLIC COMMUNICATION





COUNTY GOVERNMENT OF TANARIVER
COUNTY CHIEF OFFICER
05 DEC 2024
DEPARTMENT OF PUBLIC SERVICE
ADMINISTRATION ICT & PUBLIC COMMUNICATION

[Handwritten Signature]

CITIZENS' SERVICE DELIVERY CHARTER

The Department of Public Service Management, Administration & ICT staff is committed to provide high quality services to all our clients with dignity, professionalism and within the shortest time possible.

SERVICES	REQUIREMENTS (CUSTOMER OBLIGATION)	USER CHARGES	SERVICE TIME LINE
Attendance and customer care desk/enquiries	Fill in visitors' form/register Cooperation from visitors/ clients Sanitize	Free	5 Minutes
Attending to visitors with or without appointment	You should be courteous, specific and orderly in your requests	Free	Within 10 minutes
Responding to enquiries	You must be specific on what is required	Free	5 Minutes
Responding to general email enquiries sent to the department	Please send a general enquiry email to: info@tanariver.go.ke	Free	Within 1 day
Responding to correspondences	<ul style="list-style-type: none"> You must clearly state subject You should provide brief history of the issue 	Free	Within 5 days upon receipt
Respond to telephone calls	<ul style="list-style-type: none"> You should make clear specific enquires You should call using the right telephone numbers 	Free	Within the third ring of the phone
Covid 19 measures	Wear mask, Wash hands and keep social distance	Free	Continuous
PUBLIC SERVICE			
Recruitment of staff	<ul style="list-style-type: none"> Indent from the user department DHRAC/CHRAAC recommendations CPSB approval 	Free	Continuous
Staff training	Complete appropriate forms	Free	Continuous
Staff promotion	<ul style="list-style-type: none"> Appraisal form Recommendation from supervisor Copies of academic and professional certificates Pay slips for the last two months Recommendations by DHRAC and CHRAAC Approvals by CPSB 	Free	30 days
Confirmation of staff	<ul style="list-style-type: none"> Reports from supervisor Recommendations by DHRAC and CHRAAC Approvals by CPSB 	Free	14 days
Deployment of staff	<ul style="list-style-type: none"> Request from departments Approvals from CS 	Free	5 days
Redesignation	<ul style="list-style-type: none"> Relevant academic certificates 		30 days

	<ul style="list-style-type: none"> Recommendation by supervisor, DHRAC and CHRMAC Approval by CPSB 		
Transfer of staff	<ul style="list-style-type: none"> Request from department/individual Approval by CPSB for intercounty transfers Approval by CS for interdepartmental transfer 	Free	30 days
Staff Compensations and Benefits	<ul style="list-style-type: none"> Retirement notice Initial Appointments letter Clearance forms/letter 	Free	1 month
Medical insurance administration	<ul style="list-style-type: none"> Filled medical insurance form Identity cards Birth for next of kins Marriage certificate 	Free	Continuous
Leave administration – Annual Leave	<ul style="list-style-type: none"> Complete leave request Approval by the supervisor Recommendation by DHRAC and CHRMAC Approval by respective CCO and DHRM&D 	Free	7 days
Maternity/paternity Leave	<ul style="list-style-type: none"> Completed Leave form Birth certificate or Notification 	Free	7 days
Study Leave	<ul style="list-style-type: none"> Complete study-leave request form Properly filled and executed Bonding Form Recommendation by DHRAC and CHRMAC Approval by CPSB 	Free	30 days
Posting after study leave or disciplinary case	Present relevant documentation	Free	Posting within 14 days
ADMINISTRATION			
Land & boundary dispute resolutions	<ul style="list-style-type: none"> Reports the disputes in person Attend dispute resolution meetings Provide witness where needed 	FREE	14 days
Peace and conflict resolution among ethnic communities	<ul style="list-style-type: none"> Reporting looming conflicts Abide by Government directives Attending peace meeting 	FREE	7 days
Public participation	<ul style="list-style-type: none"> Complete registration forms Attend public participation forums 	FREE	14 days
INFORMATION TECHNOLOGIES			
Provide technical support to end users of ICT systems	<ul style="list-style-type: none"> Voluntary visit/call/email Provide correct information 	Free	15 minutes
Response to correspondence emails and calls	Provide correct information	Free	2-7 days
Tenders/vacancies/Financial Documents Uploading to County website	Provide accurate and timely information	Free	30 minutes
Inspection of new ICT equipment	Provide correct information as per specifications	Free	2 days

Automation of services	Official request by completing requisition form or letter	Free	30 days
Create awareness on new ICT technologies for internal and external customers	Receive clear request from client in writing	Free	Scheduled
DISCIPLINE AND GRIEVANCE HANDLING			
Handle Public service human resource complaints and grievances	Forward written complaints and grievances to: Chief Officer	Free	30 days
Lodging complaints	<ul style="list-style-type: none"> Tell us your concerns as soon as possible Try to resolve the issue before lodging a complaint by contacting the staff member you initially dealt with Clearly state your complaint and provide all relevant information Treat our staff with respect and courtesy 	Free	As appropriate
Handling customer grievances	In case of unsatisfactory attention by staff, submit genuine complaints to: Chief Officer	Free	14 days
Responding to staff appeals	Clearly detailed written complaint and grievances	Free	30 days
Determine discipline cases in County Public Service	Provide evidence of investigation reports for or against the cases submitted	Free	60 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to the Chief Officer or any Senior Staff in the Department.

For feedback, suggestions and concerns on our services please contact:

Chief Officer,
Department of Public Service Management, Administration and ICT
Trade House
County Council Road
P.O BOX 29-70101
Hala
info@tanariver.go.ke
www.tanariver.go.ke