



OFFICE OF THE GOVERNOR

# Citizen Service Charter

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# Preface

The Office of the Governor, County Government of Tana River, is committed to delivering effective, transparent, and inclusive services to all citizens. This Service Charter outlines our dedication to excellence, defines our standards of service, and reinforces our accountability to the people of Tana River County.

This service charter represents our commitment to deliver high quality services to our customers at all times. The charter defines who we are, our mandate, functions and the services we deliver. It also sets out the standards of service that should be expected when dealing with the Office of the Governor.

We assure both our internal and external stakeholders that this Service Charter will be implemented diligently and reviewed periodically to ensure its relevance and effectiveness. Your continued feedback and suggestions are highly encouraged as we strive to deliver exceptional services that meet your needs.

**Mr. Maurice Osano**  
**Chief of Staff**  
**Office of the Governor**

# Foreword

As the County Secretary and Head of Public Service for Tana River County, I am proud to present this Citizen Service Delivery Charter. This document embodies our steadfast commitment to transparency, accountability, and the delivery of efficient services. It underscores our dedication to building a responsive and inclusive county government that prioritizes the needs and aspirations of our citizens in all its undertakings.

This Citizen Service Charter outlines the standards, timelines, and processes through which our county government services are provided. It is designed to empower our citizens with the information they need to access services with ease and confidence. It also serves as a tool for fostering mutual understanding and collaboration between the county government and its stakeholders.

We reaffirm our pledge to uphold the values of integrity, equity, and professionalism in service delivery. We aim to build trust and ensure that every interaction with the county government is marked by respect, efficiency, and excellence. I encourage all citizens to engage with this Charter, hold us accountable, and contribute to the collective success of our county.

Together, let us build a brighter future for all, one that ensures sustainable growth, equitable development, and improved quality of life.

**Mrs. Mwanajuma Hiribae Mabuke**  
**Ag. County Secretary and Head of Public Service**

## 1.0 Introduction

The Office of the Governor plays a key role in the governance and development of Tana River County. As the highest executive authority within the county, this office provides leadership and direction in policy formulation, service delivery, and resource management. By providing visionary leadership and maintaining a focus on transparency and equity, the Office of the Governor is central to improving the quality of life for all residents of Tana River County.

This Citizen Service Charter outlines the commitment of Office of the Governor to provide specific services to its stakeholders in a transparent, efficient, and accountable manner. It serves as a key communication tool between the Governor's Office and its stakeholders.

## 1.1 Significance of Citizen Service Charter

The Citizen Service Charter enhances governance and service delivery in the following ways:

1. The Charter provides clear and detailed information about the services offered, the standards to be expected, and the procedures to access these services.
2. It holds the Office of the Governor accountable to its citizens, ensuring commitments are met effectively.
3. It equips residents with knowledge about their rights, available services, and the steps to follow in case of grievances.
4. The Charter serves as a framework for improving the quality, efficiency, and consistency of public services.
5. It ensures that all residents, including marginalized groups, have equitable access to services, promoting inclusivity and fairness in governance.
6. Encourages citizens to provide feedback and suggestions, creating a platform for constructive dialogue and continuous improvement in service delivery.
7. Reinforces the public's confidence in the county government's commitment to serving their needs and addressing their concerns.
8. Serves as an evaluation tool for the performance of the Office of the Governor by comparing actual service delivery against the stated commitments and standards.
9. Institutionalizing the culture of transparency and promotion of national cohesion and values.



## 1.2 Vision

A prosperous and sustainable county with empowered citizens achieving their full potential.

## 1.3 Mission

To provide accountable and inclusive leadership that fosters equitable development and enhances the quality of life for all residents of Tana River County.

## 1.4 Values

- **Integrity:** Upholding honesty, transparency, and ethical behavior in all operations.
- **Accountability:** Taking responsibility for decisions and actions.
- **Inclusivity:** Ensuring equal opportunities for all citizens regardless of gender, ethnicity, or socio-economic background.
- **Equity:** Promoting fairness and justice in service delivery.
- **Innovation:** Leveraging creativity and technology to improve service delivery.

## 1.5 Guiding Principles of Service Delivery

**We commit ourselves through this charter to the following principles:**

No.	Guiding principles	Explanation
1.	Citizen-Centered Approach	<ul style="list-style-type: none"><li>Placing citizens at the core of service delivery processes.</li><li>Engaging with citizens to understand their needs and incorporate their feedback.</li></ul>
2.	Quality	<ul style="list-style-type: none"><li>Upholding high standards of service delivery to meet or exceed citizen expectations.</li><li>Continuously improving processes to ensure reliability and excellence.</li></ul>
3.	Efficiency	<ul style="list-style-type: none"><li>Maximizing resource utilization to deliver quality services promptly.</li><li>Eliminating unnecessary delays and bureaucratic bottlenecks.</li></ul>
4.	Equity and Inclusivity	<ul style="list-style-type: none"><li>Ensuring that all individuals, regardless of gender, age, ethnicity, or socioeconomic status, have access to services.</li><li>Addressing the needs of marginalized and vulnerable groups.</li></ul>
5.	Integrity	<ul style="list-style-type: none"><li>Upholding honesty, ethical conduct, and professionalism in service delivery.</li><li>Avoiding corruption and ensuring fairness in all interactions.</li></ul>
6.	Responsiveness	<ul style="list-style-type: none"><li>Being proactive in identifying and addressing the needs and concerns of citizens</li><li>Ensuring timely and appropriate action to resolve issues</li></ul>
7.	Accountability	<ul style="list-style-type: none"><li>Taking responsibility for decisions, actions, and outcomes</li><li>Regularly monitoring and reporting on service delivery performance</li></ul>
8.	Transparency	<ul style="list-style-type: none"><li>Ensuring openness in all operations and decision-making processes.</li><li>Providing clear and accessible information about services, procedures, and timelines.</li></ul>
9.	Collaboration and Partnership	<ul style="list-style-type: none"><li>Working with stakeholders, including other government agencies, private sector actors, and civil society, to improve service delivery.</li><li>Encouraging synergy and shared responsibility for development outcomes</li></ul>
10.	Innovation and adaptability	<ul style="list-style-type: none"><li>Embracing technology and new methods to enhance efficiency and effectiveness.</li><li>Being flexible in addressing emerging challenges and opportunities</li></ul>
11.	Sustainability	<ul style="list-style-type: none"><li>Ensuring that services are delivered in a manner that protects resources for future generations.</li><li>Promoting environmental, economic, and social sustainability in operations.</li></ul>
12.	Feedback and Continuous Improvement	<ul style="list-style-type: none"><li>Encouraging feedback from service users to identify gaps and opportunities for enhancement.</li><li>Using data and insights to refine service delivery and policies.</li></ul>



## 1.6 Services offered by the Office of the Governor

No.	Items	Services
1.	Leadership and Governance	<ul style="list-style-type: none"> <li>Developing and overseeing the implementation of county policies, strategies, and plans.</li> <li>Facilitate coordination and collaboration with the national and county Governments, regional bodies and state and non-state actors.</li> <li>Promotion of citizen participation in governance through forums, barazas, and public consultations</li> <li>Ensure timely communication of government initiatives, projects, and progress to the public.</li> <li>Monitor the performance of county departments and ensure alignment with strategic goals.</li> </ul>
2.	Cohesion and Special programs	<ul style="list-style-type: none"> <li>Coordinate responses to natural disasters such as floods and droughts</li> <li>Implement special programs for vulnerable groups, including persons with disabilities, the elderly, and marginalized communities.</li> <li>Monitoring and evaluating county services to ensure quality and efficiency in service delivery.</li> <li>Support the Promotion and preservation of peace and cohesion within the County.</li> </ul>
3.	Investment, Liaison, Partnership and Linkages	<ul style="list-style-type: none"> <li>Coordinate and communicate Government services and functions across departments and other entities.</li> <li>Cooperation and collaboration on dispute resolutions with National and County Governments</li> <li>Identify and promote investment opportunities in the county.</li> <li>Secure funding and technical support from donors, development partners, and the national government</li> <li>Collaborate with the private sector to deliver projects and improve services.</li> <li>Promoting the realization of County Integrated Development Plan (CIDP).</li> <li>Ensure policy alignment with national government development priorities.</li> </ul>
4.	Enforcement, Protection and Counter Violent Extremism	<ul style="list-style-type: none"> <li>Mediate inter-community conflicts and promote peaceful co-existence through civic education and reconciliation efforts.</li> <li>Implement strategies to prevent radicalization and promote community security.</li> <li>Ensure compliance with and enforcement of all county laws.</li> <li>Inspect premises for compliance with trade licenses and permits issued by the county government.</li> <li>Ensure legal compliance with all county revenue collection requirements including cess, royalties, and land rates.</li> <li>Protect and guard the property of the county including public utilities.</li> <li>Respond to complaints, relating to regulated activities, from residents of the county or persons affected by the regulated activity.</li> <li>Assist the police or any other authority in the investigation of violations of county laws for purposes of preparation of court proceedings.</li> <li>Ensure a clean and safe environment in areas such as food standards, product safety, animal health and welfare based on standards developed by the relevant national and County Government entities.</li> <li>Undertake educational and sensitization initiatives with consumers and business.</li> </ul>

5.	Legal Services	<ul style="list-style-type: none"> <li>• Provide guidance on legal matters affecting county governance and operations.</li> <li>• Facilitate mediation and arbitration to resolve conflicts involving the county government.</li> <li>• Support county departments on legislation, Legal compliance, and litigation.</li> </ul>
6	Service delivery unit	<ul style="list-style-type: none"> <li>• integrate county planning in line with the Governors manifesto.</li> <li>• Monitoring and evaluation of the performance management office for timely completion of development projects</li> <li>• Interrogate and track delivery of county programs and projects in the CIDP with the department of economic planning.</li> <li>• Translate best practices from other governments and regional development blocs for adoption in the county.</li> <li>• Continuously update project management plans, charters and results registers as outlined in the SDU deliverables.</li> <li>• Develop and issue monthly reports on the functions of the government captured in the SDU deliverables.</li> </ul>

## 1.7 Our service standards

- Customer satisfaction.
- Diversity and individuality
- Professionalism
- Effective communication.
- Responsiveness
- Accessibility, Courtesy, Fairness and Impartiality

## 2.0 Objectives of the Charter

1. To establish and implement frameworks for effective coordination of county development agenda.
2. To hold the Office of the Governor accountable to citizens by outlining specific commitments and timelines for delivering services.
3. To promote and facilitate development of policies and plans to for the delivery of quality services.
4. To encourage active engagement and feedback from residents, fostering inclusivity and ensuring services align with the needs of the community.
5. To reinforce the principles of good governance by embedding transparency, integrity, and equity in service delivery.

## 2.1 Our customers

Our customers are at the center of service delivery.

They include:

- The Public
- National government ministries, departments, agencies and county governments.
- Non state actors
- Civil societies and faith-based organizations.
- Staff/employees.
- The media
- Development partners
- Suppliers



## 2.2 Customer Rights

### 2.2.1 Citizens, Service Providers, Suppliers and other Clients

- Right to adequate and affordable services
- Right to access public information
- Right to lodge a complaint, advise and be treated with courtesy
- The right to be served with respect, dignity and speed
- Right to be involved and participate in the County Governance processes
- The right to access services without discrimination based on race, gender, ethnicity, religion, disability, or socioeconomic status.
- Right to receive services that provide fair value relative to costs incurred.

### 2.2.2 Staff

- Procedural and timely delivery of formal communication to county departments
- Improved and employee friendly human resource management systems and practices
- Timely feedback and processing of staff requests and entitlements

## 3.0 Customer obligations

In order for us to provide quality services, our customer obligations are to:

- Provide feedback and give constructive criticism
- Cooperate in providing accurate and adequate information
- Participate, partner and engage in the county programs
- Refrain from offering inducements, bribes, gifts and favors in return for services rendered or expected to be rendered
- Be respectful and courteous
- Adhere to the established procedures and guidelines for accessing services
- Customers are obligated to comply with the terms and conditions of service agreements, contracts, or user policies.
- Mindful of deadlines, appointment schedules, or time-sensitive procedures related to service delivery.

## 4.0 Commitment to our Customers

The office of the Governor commits to:

1. Serve customers efficiently, diligently and with professionalism
2. Ensure Impartiality and fairness in delivery of public services
3. Utmost integrity and confidentiality in providing services
4. Promotion of National Cohesion and National Values;
5. Continuity of public services under all circumstances
6. Systems are established for equality for all users of public service
7. Professionalism and ethics in Public Service
8. Promotion and protection of rights of users of public services and public servants as enshrined in the Bill of Rights
9. Institutionalizing a culture of accountability, integrity, transparency and promotion of values and principles of public service
10. A corruption free public service
11. Effective, efficient and responsible use of public resources; and
12. Responsiveness by public servants in delivery of public service

## 5.0. Monitoring of the charter

The Office of the Governor shall monitor adherence to commitments made in this charter. Monitoring reports will be submitted to the County Secretary at the end of every quarter.

## 6.0 Review of the charter

The Office of the Governor in consultation with its customers and other relevant stakeholders will review this charter as deemed necessary to keep abreast with any new changes to ensure continuous improvement in service delivery.

## 7.0 Official language

- We shall communicate to our Customers in English or Kiswahili where possible.
- Correspondences received will be answered in the language in which it has been communicated.



## 8.0 Office Location

The Office of the Governor in consultation with its customers and other relevant stakeholders will review this charter as deemed necessary to keep abreast with any new changes to ensure continuous improvement in service delivery.

## 9.0 Feedback

Feedback can be submitted through telephone, letters, e-mail, social media or suggestion boxes available at our offices. Enquires, complaints, compliments and suggestions relating to our services should be submitted to:

**County Secretary and Head of Public Service,  
County Council Road  
P.O BOX 29-70101  
Holo  
[info@tanariver.go.ke](mailto:info@tanariver.go.ke)**

## What is not covered in this charter

There are matters which are not covered by this charter. These include; employment related complaints or disputes, privacy complaints and the handling of personal information; administrative decisions and Government policy.

If you are not satisfied with an administrative decision that affects you, you may have the right to seek a review of the decision. You will be notified of any rights of review and/or appeal when you are advised of the administrative decision.

## Appendix 1. Summary of Service Charter

### Office of the Governor

#### Citizens' service delivery charter

The Office of the Governor is committed to providing high quality services to all clients with dignity, professionalism and within the shortest time possible.

Services	Requirements (customer obligation)	User charges	Service timeline	Responsibility
Attendance and customer care desk/enquiries	Fill in visitors' form/register.	Free	15 Minutes	Director Protocol
Responding to verbal enquiries	As per the request	Free	Immediate	Director Protocol
Responding to written enquiries	Letters	Free	Within 7 working days on receipt. For complex issues, will give initial reply of when full response should be expected.	County Chief of Staff
	Emails	Free	Within 2 working days on receipt	County Chief of Staff
Respond to telephone calls	Calls	Free	Within the third ring of the phone	Director Protocol
Coordination of Government business	Statutory Documents	Free	Continuous	County Secretary
Response to public complaints and responding to staff appeals	Formal lodge of the complaint	Free	Continuous	County Secretary
Media Briefs	Statutory	Free	Continuous	Director Governors press
Responding to queries from the County Assembly	Clerk of Assembly writes to the County Secretary. County Secretary writes to the departments	Free	Within 14 days	Director Liaison
Facilitating signing of MOUs for departments with partners	<ul style="list-style-type: none"> <li>Liaison to ensure partner is available on the date of MOU signing ceremony.</li> <li>Legal Office ensures that the County Secretary is the main signatory on behalf of the County Government</li> </ul>	Free	Continuous	Director Liaison

Facilitating signing of financial agreements with partners	<ul style="list-style-type: none"> <li>Liaison ensures that the partner is available on the date of signing.</li> <li>The County Attorney ensures that the CECM Finance is the signatory of the County government witnessed by the County Secretary</li> </ul>	Free	14 days after receiving advice from the County Attorney	Director Liaison
Collaborate with the police, county inspectorate, and other security agencies to maintain law and order.	Participate in maintaining law and order	Free	Continuous	Director Enforcement
Implement strategies to protect residents from natural and man-made hazards, including floods and communal conflicts.	Participate in protecting residents from natural and man-made hazards	Free	Continuous	Director Special Programmes
Sensitize communities on dangers of violent extremism and radicalization.	Participate in reduction of violent extremism and radicalization	Free	Continuous	Director Enforcement
Advise the county government on the development and implementation of county laws, regulations, and policies to ensure alignment with the Constitution and national legislation	Effective implementation of county laws, regulations, and policies	Free	Continuous	County Attorney
Review, draft, and vet contracts, agreements, and memoranda of understanding (MoUs) to protect the county's interests in all partnerships and engagements.	Legally protect the county's interests in all partnerships and engagements.	Free	Continuous	County Attorney
Preparation and drafting of legal instruments e.g. Leases, MOUs, Contracts, commercial leases etc.	<ul style="list-style-type: none"> <li>Adherence to timelines</li> <li>Corporation with departments</li> </ul>	Free	10 days	County Attorney
Facilitation of drafting, review and publication of legislative proposals, bills and policies.	<ul style="list-style-type: none"> <li>Adherence to timelines</li> <li>Submission of proposals</li> </ul>	Sponsored	30 days	County Attorney
Responding to staff appeals	Clearly detailed written complaint and grievances	Free	Within 90 days	County Secretary

Determine discipline cases in Office of the Governor	Provide evidence of investigation reports for or against the cases submitted	Free	60 days	County Chief of Staff
State of the County address	statutory	Free	Annually	County Secretary
Facilitating staff clearance with relevant Government offices/ Departments for foreign travels through the Nairobi liaison office	Staff to submit documents of travel-invitation letter, Approvals from office of the Governor etc.	Free	21 Days	Director Liaison
Booking and organizing meetings at the Nairobi and Mombasa Offices	Formal notification of intent e.g., emails, calls etc.	Free	Within 7 days from user departments	Director liaison
Promotion of national values and principles	Statutory	Free	Continuous	County Secretary
Strengthening public service Capacity to deliver quality services	Statutory	Free	Continuous	County Secretary
Human Resource Services	Formal requests	Free	Continuous	Director Human Resource
Managing County litigation	<ul style="list-style-type: none"> <li>• Instructions from user departments</li> <li>• Supporting documents</li> <li>• Corporation</li> </ul>	As invoiced	Continuous	County Attorney
Payroll Management	<ul style="list-style-type: none"> <li>• Statutory</li> </ul>	Free	Continuous	Payroll Manager
Preparation and submission of M & E reports	<ul style="list-style-type: none"> <li>• Statutory</li> </ul>	Free	Continuous	Director SDU
Office Hours	Monday – Friday: <ul style="list-style-type: none"> <li>• Morning 8.00hrs – 1300hrs.</li> <li>• Lunch Break 1300hrs – 1400hrs.</li> <li>• Afternoon 1400hrs – 1700hrs.</li> </ul>			

## **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 County Secretary or County Chief of Staff.

## **We are committed to courtesy and excellence in service delivery**

County Secretary  
Office of the Governor  
Trade House  
County Council Road  
P.O BOX 29-70101  
Hola

NB Official office NoToll Free Line:  
**[info@tanariver.go.ke](mailto:info@tanariver.go.ke); [tanarivercg@gmail.com](mailto:tanarivercg@gmail.com)**  
**[www.tanariver.go.ke](http://www.tanariver.go.ke)**



