

# COUNTY GOVERNMENT OF KITUI



## OFFICE OF THE DEPUTY GOVERNOR

### CITIZENS' SERVICE DELIVERY CHARTER

S/No	Service	Obligation/Requirement	Charges	Timeline	Responsible Department
1.	Provision of administrative services	Attending to office visitors	Free	Immediately on first-come first-served basis	Administration and support services
		Responding to written correspondences	Free	Acknowledge immediately and definitive response within 5 working days	
2.	Conservation of county protected areas and tourist destinations	Hold public awareness campaigns on conservation in human-wildlife conflict hotspot areas	Free	Continuous	Tourism, Hospitality and Game Reserves
		Hold stakeholder consultative forums in areas affected by human-wildlife conflicts and implement resultant action plans	Free	Quarterly	
		Promotion of eco-tourism practices within communities bordering Game Reserves	Free	Continuous	
		Management of protected and conservation areas	Free	Continuous	
		Review management plans for conservation and Protected Areas	Free	Every three years	
		Collaborate with KWS to respond to Human wildlife conflict cases within the county	Free	Case-by-Case Basis	
3.	Development and Promotion of Tourism Products and Services	Develop and Market County Tourism Attractions locally and internationally	Free	Continuous	Tourism, Hospitality and Game Reserves
		Organize one Miss Kitui County Beauty Pageantry and a cultural week	Free	Annually by 23rd December	
		Organize for hospitality capacity-building workshop	Free	Once Every 3rd Quarter	
4.	Provide Tourism information to all stakeholders	Updating of Tourism Web Portal ( <a href="http://www.tourism.kitui.go.ke">www.tourism.kitui.go.ke</a> )	Free	Periodically as new information arises	Tourism, Hospitality and Game Reserves
		Hold marketing events to promote Kitui County as a Tourist destination	Free	Continuous	

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5.	Enhance public service delivery through institutionalization of Performance Management	Coordinate preparation of annual Performance Contracts	Free	Annually by 5th July	Performance Contracting, Disaster and Emergency Services
		Coordinate signing of the Performance Contracts by the County Executive Committee Members with H.E the Governor	Free	Annually by 15th July	
		Monitoring, receiving and analyzing Performance Contract Reports from all the County Ministries quarterly	Free	By 15 <sup>th</sup> day after end of the quarter	
		Coordinate evaluation and moderation of Performance Contracts by independent evaluators	Free	Annually	
6.	Mitigate risks and harmful effects of disasters and respond to emergencies	Sensitization of the public and the staff on matters disaster management	Free	Continuous	Performance Contracting, Disaster and Emergency Services
		Respond to reported emergencies and declared disasters	Free	Immediately	
		Offer humanitarian support services informed by the policy	Free	As need arises	

***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY***

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Deputy Governor & CECM for Tourism, Hospitality & Game Reserves and Performance Contracting, Disaster & Emergency Services

Office of the Deputy Governor

Annex Administration Block

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The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice,  
2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi.

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***HUDUMA BORA NI HAKI YAKO***