

COUNTY GOVERNMENT OF SIAYA



SIAYA COUNTY PUBLIC SERVICE BOARD SERVICE CHARTER

VISION

A first – class citizen centric County Public Service

MISSION

To transform the County Public Service for efficient and effective service delivery

CORE VALUES

- Professionalism
- Meritocracy
- Transparency and Accountability
- Integrity
- Creativity
- Team work.

SERVICE(S) RENDERED	REQUIREMENT TO OBTAIN SERVICES	COST	TIMELINE.
Filling of vacant post for staff in the Public Service	I. Departments declare vacant positions and submit indents	Nil	Three months from the date of submission of the indent.
I. Advertisement of vacant posts	II. Interested persons are advised to look at the Job Vacancy advertisement posted on the Board's website and submit an application by providing relevant documents and filling the relevant forms within the time frame given.		
II. Shortlisting	III. Shortlisted candidates are called for an interview on the scheduled date and time (this is done on the Board's online platform		
	IV. Successful Candidates receive communication via online platform (SMS)		
	V. Successful candidates collect their letters of offer and appointment from the office of the Public Service Board.		
	VI. Successful candidates report to various departments for placement.		
	VII. Report from Chief Officer Head of Public Service Board		
III. Interview and selection of candidates			
IV. Appointments of new officers	Acceptance of Offer		30 days
V. Confirmation of Employment	Appraisal reports from departments		One month from the date of submission.
Promotion of staff	<ul style="list-style-type: none"> • Departments submit requests • The relevant department provide indents and relevant schemes of service • Departments submit Appraisal forms 	Nil	Two months from the date of advertisement/ submission.

	<ul style="list-style-type: none"> • Departments submit proof of budgetary provisions for promotions • Candidates sit for suitability interviews for the Competitive Carders (where applicable) 		
I. Respond to external Correspondence enquiries II. Service upon visit to the Public Service Board III. Complaints handling and resolution	I. Dully filled forms, memorandums and letters II. Make enquiry III. Written complaint	Nil	I. Within fourteen days II. 10 minutes III. Within fourteen days
Abolish and create offices	Request from the relevant authorized officer to the board Authorized officer appears before the full board to give justification if need be	Nil	Within 90 days
Provide advisory on policy issues to county departments	Make service requests together with supporting documents	Nil	Three weeks from the time of making the request .
Provide advisory on development and approval of schemes of service	Submit draft schemes of service and necessary information for finalization of schemes	Nil	Four months from the date of receipt.
Provide policy guidelines on training and development in public service	Provide adequate and necessary information to aid in the preparation and implementation of the policy guidelines	Nil	One month from the date of request.
Exercising disciplinary control over and remove, persons holding offices as well as resolve complaints in the board and county offices	The county human resource Management and advisory Committee submits the disciplinary cases with clear recommendation and supporting documents to the Board The Public submits the complaints with all the relevant documents supporting their claim Provide adequate accurate information Officer to appear before the Board (if need be)	Nil	Two months from the date of receipt of the cases. Written communication within 7 days. Alternatively, the Person can make a personal visit/ Phone call Immediately to the Board.
Promote the principles of national values and governance in accordance with article 10 of the Constitution	Officers attend sensitization forums and give feedback.	Nil	Continuous
Promote the values and principle of Public Service Board in accordance with Article 232 of the Constitution	Officers adhere to the provisions of these articles as provided in the Constitution.	Nil	Continuous
Ensure compliance with the provisions of Chapter 6 and Article 59 (1)(f) of the Constitution, together with the provisions of the County Government Act of 2012.	Feedback by the public Attach certificates of compliance from relevant institutions on applications.	Nil	Continuous
Conducting regular audits to ensure compliance	Each department is to provide regular reports on operations and compliance in accordance with the law	Nil	Quarterly
Facilitate planning and budgeting for personnel emoluments	The departments are required to provide monthly staff returns, payroll printouts and confirm budget provisions	Nil	Monthly
Prepare regular reports to the county assembly	Statutory	Nil	Annually
Advise on implementation and monitoring of the performance management system	Reports from the public service management annually Submit SPAs reports	Nil	Quarterly
Periodically review remuneration and make recommendations to SRC	Each department to provide relevant information and data. The SRC to give feedback.	Nil	Periodically.

Opening hours

- Office opening hours and contact details is clearly displayed in the Board buildings, on our website and within appropriate literature.
- Our official working hours are from 8.00 a.m. – 5.00 p.m. on weekdays with a one hour break between 1.00 p.m. and 2.00 p.m.

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.

Office Location

1st Floor Ardhi House Bondo - along Kisumu- Bondo road

Secretary/ CEO

Siaya County Public Service Board

P.O BOX 390 - 40601, Bondo

Email: infopsb@siaya.go.ke

Website: www.cpsb.siaya.go.ke

Contact: 0710383877