



COUNTY GOVERNMENT OF MOMBASA

COUNTY PUBLIC SERVICE BOARD

CITIZEN SERVICE CHARTER

Vision Statement:

To be a leading County Public Service Board in Kenya providing efficient and quality service delivery.

Mission Statement:

To ensure the citizenry of Mombasa receive quality professional public service in a robust, efficient and effective manner.

Values Espoused:

Patriotism, Professionalism, Integrity, Human Dignity, Good Governance, and Diversity

CITIZEN SERVICE CHARTER MATRIX				
	Service Offered	Citizen Requirement	Cost	Time
1.	Creation of offices	<ul style="list-style-type: none"> Written request for establishment of an office by the concerned head of department Approved departmental organogram Documents showing proof of funding for the office to be established 	Free	30 days
2.	Abolishment of offices	<ul style="list-style-type: none"> Written request for abolishment of the office(s) Sufficiently documented evidence as to why the office should be abolished 	Free	30 days
3.	Advertisement of vacant job positions and receiving job applications	<ul style="list-style-type: none"> All documents cited in the advertisement 	Free	21 days
4.	Shortlisting of candidates for advertised job positions	<ul style="list-style-type: none"> Proof of meeting the minimum requirements as per the advert Proof of meeting the requirements as per chapter six of the constitution 	Free	14 days
5.	Interviewing shortlisted candidates	<ul style="list-style-type: none"> Original and certified copies of academic and professional documents Original and certified copy of National Identity Card All other documents as per the advert 	Free	14 days
6.	Notification of successful and unsuccessful candidates for job Interviews	<ul style="list-style-type: none"> Provision of correct contacts during application 	Free	14 days
7.	Promotion of staff	<ul style="list-style-type: none"> Documentation proof of promotion Original academic and professional certificates Original letter of appointment to the current position Original National ID Card Testimonials and Recommendations As per scheme of Service 	Free	14 days

8.	Appointment of new officers	<ul style="list-style-type: none"> All documents cited in the advertisement 	Free	7 days
9.	Audit of offices and departments on values and principles (Article 10 & 232, Public Service/Values & Principles Act 2015)	<ul style="list-style-type: none"> Written complaint 	Free	Continuous
10.	Disciplinary measures on errant county staff	<ul style="list-style-type: none"> Disciplinary report forwarded to the CPSB by the county HR directorate Cooperation of the parties involved 	Free	14 days
11	Promotion of values and principles in the county public service	<ul style="list-style-type: none"> Citizen feedback on adherence to the values and principles expected Internal/external survey 	Free	Continuous
12	Advisory services on HR issues	<ul style="list-style-type: none"> Request for services 	Free	Continuous
13	Making Recommendations to SRC on terms of service	<ul style="list-style-type: none"> Promptly forwarded requests, complaints and grievances to County Public Service Board. 	Free	30 Days
14.	Submission of Reports to the County Assembly/ departments	<ul style="list-style-type: none"> Formal request 	Free	Continuous
15.	Information and advisory opinion	<ul style="list-style-type: none"> Written request 	Free	7 days
16.	Handling customer grievances	<ul style="list-style-type: none"> Written request 	Free	30 days
17.	Handling Human resource appeals	<ul style="list-style-type: none"> Written request 	Free	21 days from receipt of letter

Any service that does not conform to standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should immediately be reported to:

The Chairperson
Mombasa County Public Service Board (CPSB)
County Government of Mombasa.



Telephone: 0715631914
0780564465



P O Box 80076-80100 Mombasa
Email: info.mcpsb@mombasa.go.ke



www.psbmombasa.go.ke
www.mombasa.go.ke

Office hours: 7.45 am- 4.30 pm (Monday – Friday)

Alternatively, you can drop your complaint/suggestion in the suggestion box located at the County Public Service Board offices or at the County Secretary's offices, Betting Control & Licensing Building, 2nd floor.

Alternatively, you can fill the Online Complaints Form available in the Ombudsman Page of the CPSB Website.