



# COUNTY GOVERNMENT OF NYERI



## DEPARTMENT OF EDUCATION AND TRAINING

### SERVICE DELIVERY CHARTER

**Vision:** A globally competitive sector in provision of quality education, training, research and innovation services for sustainable development.

**Mission:** To provide, promote and coordinate quality education and training, adoption and integration of science and technology for sustainable socio-economic development.

**Core values:** Patriotism, Professionalism, Inclusivity, Teamwork, Integrity and Accountability.

| DIRECTORATE OF EDUCATION AND TRAINING |                                                          |                                                                                                                                                                                                                                                                                                     |                       |                                                                                                                                           |
|---------------------------------------|----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| S/NO                                  | SERVICE PROVIDED                                         | CLIENT/CUSTOMER REQUIREMENT                                                                                                                                                                                                                                                                         | CHARGES               | TIMELINES                                                                                                                                 |
| 1                                     | Customer needs/enquiries                                 | -formal enquiry at the department offices and provide accurate contact details e.g. postal address, telephone and email<br>-compliance with government regulations<br>-provide clear and accurate information                                                                                       | free                  | -email: eight (8) hours after receipt during working hours<br>-letter: within five (5) working days<br>- phone call: after three(3) rings |
| 2                                     | Processing of payment documents of service provider      | -supply quality goods and/or services<br>-submit invoice and all supporting documents.                                                                                                                                                                                                              | free                  | -within thirty(30) days after receipt of goods/service, invoice and certificate by the inspection and acceptance committee                |
| 3                                     | Information dissemination                                | -formal request for information through formal channels of communication                                                                                                                                                                                                                            | free                  | -within five(5) working days                                                                                                              |
| 4                                     | Reports                                                  | -formal request for reports if not statutory required                                                                                                                                                                                                                                               | free                  | -for statutory: as required by the law<br>-non-statutory : within five(5) working days                                                    |
| 5                                     | Training in vocational and technical skills              | -must be willing to participate in constructive training related programs                                                                                                                                                                                                                           | As per VTC guidelines | -minimum of four hundred and eighty (480) hours of training                                                                               |
| 6                                     | Training in entrepreneurship, life and leadership skills | -must be willing to participate in constructive training related programs                                                                                                                                                                                                                           | As per VTC guidelines | -minimum of four hundred and eighty(480) hours of training                                                                                |
| 7                                     | E.C.D.E care and learning                                | -Four (4) to five (5) years<br>-child be availed in school                                                                                                                                                                                                                                          | As per E.C.D.E policy | -one thousand four hundred and forty (1440) hours                                                                                         |
| 8                                     | V.T.C B.O.G capacity building                            | -must participate in capacity building programs                                                                                                                                                                                                                                                     | free                  | -one to three(1-3)days                                                                                                                    |
| 9                                     | Elimu fund bursary                                       | -must make request by filling the prescribed application form<br>-must be identified as needy and deserving during public participation meeting at the sub-county level or during home visits<br>-collect cheque and deliver to school<br>-bring schools acknowledgement and receipt back to office | free                  | -six(6) months                                                                                                                            |

**FOR ENQUIRIES CONTACT;**

**COUNTY EXECUTIVE COMMITTEE MEMBER**  
**Department of Education and Training**  
**Block "C", 2<sup>ND</sup> floor, Left Wing Room 230 B**  
**P.O BOX 1112-10100 NYERI**  
**Email: elimuwaziricec @ gmail.com**

**THE CHIEF OFFICER**  
**Department of Education and Training**  
**Block "C" 2<sup>ND</sup> floor, left wing Room 218**  
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# SERIKALI YA KAUNTI YA NYERI



## IDARA YA ELIMU NA MAFUNZO

### MKATABA WA UTOAJI WA HUDUMA

**Dira:** Sekta yenye ushindani wa kimataifa katika utoaji wa elimu bora, mafunzo, utafiti na huduma za uvumbuzi kwa maendeleo endelevu.

**Dhamira:** Kutoa, kukuza na kuratibu elimu na mafunzo bora, kupitishwa na kuunganisha sayansi na teknolojia kwa maendeleo endelevu ya kijamii na kiuchumi.

**Maandili ya msingi:** uzalendo, weledi, ujumuishi, kazi ya pamoja, uadilifu na uwajibikaji.

| KURUGENZI LA ELIMU NA MAFUNZO YA KIUFUNDI |                                                         |                                                                                                                                                                                                                        |                        |                                                                                                                   |
|-------------------------------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------|
| S/NO                                      | HUDUMA ZINAZOTOLEWA                                     | MAHITAJI YA WATEJA                                                                                                                                                                                                     | MALIPO                 | MUDA WA HUDUMA                                                                                                    |
| 1                                         | Kushugulikia mahitaji au maswala ya wateja              | -kuwasilisha mahitaji au maswala rasmi kwa ofisi za idara na kupeana anwani, saduku la posta, namba ya simu au barua pepe kamili;<br>-kuzingatia kanuni za serikali<br>-toa habari wazi na sahihi                      | Bila malipo            | -barua pepe: ndani ya masaa nane(8)<br>-barua: siku tano(5)<br>-simu: mara tatu(3)                                |
| 2                                         | Malipo kwa watoa huduma                                 | -usambazaji wa huduma na bidhaa bora<br>-Peana Ankara na hati zote zinazounga mkono                                                                                                                                    | Bila malipo            | -Siku thelathini(30) baada ya kupokea bidhaa/huduma,<br>-Ankara na udhibitisho na kamati ya ukaguzi na kukubalika |
| 3                                         | Usambazaji wa habari                                    | -ombi rasmi la habari kupitia njia rasmi za mawasiliano                                                                                                                                                                | Bila malipo            | -Kati ya siku tano(5) za kazi                                                                                     |
| 4                                         | Ripoti                                                  | -ombi rasmi la ripoti ikiwa sio lazima                                                                                                                                                                                 | Bila malipo            | -Kwa kisheria- inavyotakiwa na sharia<br>-Isiyo kisheria-kwa siku tano(5) za kazi                                 |
| 5                                         | Mafunzo katika ustadi wa ufundi na ufundi               | Mgombea lazima anamiliki na atoe hati sahihi za masomo                                                                                                                                                                 | Kama kwa sera ya VTC   | -Kati ya masaa mia nne themanini(480)                                                                             |
| 6                                         | Mafunzo katika ujasirimali, maisha na ustadi wa uongozi | Lazima awe tayari kushiriki katika program za mafunzo zinazohusiana na vijana                                                                                                                                          | Kama kwa sera ya shule | -Kati ya masaa mia nne themanini(480)                                                                             |
| 7                                         | Utunzaji na ufunzaji wa E.C.D.E                         | Umri wa miaka 4 hadi 5<br>Motto awasiliswe                                                                                                                                                                             | Kama kwa sera ya shule | -Masaa laki moja mianne arubaini(1440)                                                                            |
| 8                                         | Kutoa mafunzo ya usimamizi kwa bodi ya usimamizi        | Lazima awe tayari kushiriki katika programu za kujenga uwezo                                                                                                                                                           | Bila malipo            | -Kati ya siku moja hadi tatu(1-3)                                                                                 |
| 9                                         | Ufadhili wa Masomo (Nyeri Elimu fund)                   | -lazima ajaze fomu rasmi ya kuuliza<br>-lazima itambuliwe kama mhitaji na mnyonge wakati wa ushirika wa umma au ziara za nyumbani<br>-kukusanya hudi na kupeleka shuleni<br>-kurudisha sifa za shule na risiti ofisini | Bila malipo            | -Miezi sita (6)                                                                                                   |

KWA MAWASILIANO WASILIANA;

MJUMBE WA KAMATI UTENDAJI KATA

Idara ya Elimu na Mafunzo

Block "C", 2<sup>nd</sup> floor, Left Wing Room 230 B

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AFISA MKUU

Idara ya elimu na mafunzo

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