

REPUBLIC OF KENYA



MINISTRY OF TRADE, GENDER AND YOUTH AFFAIRS

CITIZENS' SERVICE DELIVERY CHARTER

January 2019

FOREWARD

The Ministry of Trade, Gender and Youth Affairs is one of the ten ministries in the County government mandated to execute and implement the activities that are geared towards improving the socio-economic development of Turkana people. As a ministry, our mission is to be a leader in spearheading a vibrant trade and sustainable tourism that is participatory and conducive, as this will be an avenue for poverty reduction and socio-economic wellbeing of the business community. Our dream is to scale to the heights of making Turkana a business hub where investors –both local and international, can invest and create wealth and employment opportunities to the residents of Turkana and the region at large.

This Service Charter has been prepared as a tool to enhance awareness on the range of services offered by the ministry of Trade, Gender and youth Affairs and to express our commitments to offer satisfactory services to all our clients. Citizen Charters are public agreements between citizens and service providers that give a systematic approach to meeting the expectations and standards in the realm of service delivery. The development of Service Charters in public institutions represents a paradigm shift in the manner in which public services will be delivered, now and in future. We are happy as a County Ministry to take part in this change. This document spells out what the Ministry does and records the commitments of its staff to provide you with quality services. We in the Ministry want to ensure that our services meet your expectations.

We are confident that through our commitments as contained in this Service Charter, the Ministry will provide better services to the residents of Turkana. We look forward to working in partnership with our stakeholders for the realization of quality service delivery. It is my hope and pleasure that our clients will continuously give us feedback on the quality and effectiveness of our services.

APALIA EKAKORON ANTHONY

**COUNTY EXECUTIVE COMMITTEE MEMBER
MINISTRY OF TRADE, GENDER AND YOUTH AFFAIRS**

PREFACE

We are strongly committed to improving the quality of services we provide to you. As such, we are pleased to present our Client Service Delivery Charter to materialize the vision outlined in the County Integrated Development Plan (CIDP) 2018-2022 and our Ministry Strategic Plan.

The Ministry commits itself, through this Charter, to deliver quality and timely services commensurate with the clients' expectations. In all your dealings with us, you can expect all our staff to treat you with courtesy and respect. We similarly ask you to treat our staff with courtesy in order to enhance an environment of mutual respect in our working places. Through this Charter we commit ourselves to provide you with clear, accurate and relevant information and to clearly detail any costs that may apply in accessing our services. We advise our clients not to offer gifts, money or other favours to our staff in exchange of a service offered by the Ministry as it is your right to demand services from us. This way, you will have assisted us to sustain our commitment of zero tolerance to corruption.

Finally, the ministry has put in place mechanisms to monitor and evaluate our performance for purposes of quality control in delivery of services. We invite and welcome your continuous feedback on our service delivery so as to facilitate improvements in the subsequent years.

ROSEMARY NCHINYEI PARING'IRO
COUNTY CHIEF OFFICER
MINISTRY OF TRADE, GENDER AND YOUTH AFFAIRS

1.1 OBJECTIVE OF THE SERVICE CHARTER

The purpose of this service charter is to enhance levels of awareness among our clients on our roles as a department, range of services we offer and the standards we have set for the delivery of these services. It further conveys our commitments to our core activities and values, our clients' expectations, and avenues for remedy where services fall short of standards. Finally, the Charter expresses the need for continuous improvement in pursuit of clients' satisfaction and excellence in our operations.

1.2 OUR MANDATE

The mandate of the Ministry of Trade, Gender and youth affairs is:-

- Provision of reliable business information to investors and the business community.
- Help access by SMEs to affordable financial services.
- Avail Business Development Services (BDS) and capacity building initiatives to SMEs.
- Enhance private sector development in line with Vision 2030.
- Promotion of value chains and value addition of local resources through cooperatives.
- Carrying out co-operative audit services
- Facilitating co-operative savings, credit & banking services
- To enhance empowerment and participation of youth and other vulnerable groups in all aspects of national development.
- Promote socio-economic empowerment of men and women and enhance participation in community development.
- Mainstream gender in all government and private sector and promote equitable socio-economic development between men and women, boys and girls.
- Promote gender equality and freedom from discrimination in accordance with article 27 of the constitution of Kenya 2010 and Vision 2030
- Standardization, metrology and anti-counterfeit services

1.3 OUR VISION

To be a global leader in promoting a sustainable trade, investment, industrial & co-operative sector as well as championing for youth empowerment and gender equitable society.

1.4 OUR MISSION

Facilitate the creation of an enabling environment for a vibrant, global competitive and sustainable trade, investment, industrial & co-operative sector whilst ensuring and inclusive and equitable society

1.5 CORE VALUES

Our aspirations to offer improved services to our clients will be guided by the following core values

- ❖ Professionalism
- ❖ Transparency and accountability
- ❖ Integrity
- ❖ Commitment
- ❖ Meritocracy
- ❖ Team work
- ❖ Efficiency and responsiveness

- ❖ Partnerships

- ❖ Gender equity
- ❖ Co-operation
- ❖ Respect

1.6 Opening hours

- ❖ Our official working hours are from 8.00 a.m. – 5.00 p.m. on weekdays with a two-hour break between 1.00 p.m. and 3.00 p.m.

1.7 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.

1.8 CORE PRINCIPLES OF SERVICES DELIVERY

We commit ourselves through this charter to the following principles

- ❖ Set clear and explicit standard of services that clients reasonably expect
- ❖ Provide our clients with adequate information about our services in a straight forward and open manner
- ❖ Communicate clearly and effectively
- ❖ Handle clients with dignity, courtesy and respect
- ❖ Uphold transparency and accountability
- ❖ Place the common good of the ministry, the customer and the general public above self interest
- ❖ Uphold the principles of natural justice at all times
- ❖ Utilize resources prudently to attain best value for users, citizens and taxpayers
- ❖ Devise a monitoring and evaluation system to keep track of our performance in our service delivery
- ❖ Always taking corrective action on errors and deficiencies that occurs.

1.9 OUR CLIENTS

Our clients include but not limited to:

- ❖ Business Community
- ❖ Relevant government ministries / departments and state corporations/agencies
- ❖ Investors
- ❖ Donor agencies / development partners
- ❖ Private sector membership organizations
- ❖ Financial institutions and micro financial institutions
- ❖ Relevant professional organizations and research institutions
- ❖ Media and civil society organizations
- ❖ County Youth and women
- ❖ County cooperative organizations
- ❖ Members of staff

1.10 PARTNERS AND STAKEHOLDERS

Our partners include:

- ❖ Trade co-operations
- ❖ Development partners (NGOs, FBOs etc.).
- ❖ National Government Ministries/Departments
- ❖ Other County Government ministries
- ❖ Cooperative societies
- ❖ Youth groups
- ❖ Women groups
- ❖ Financial institutions
- ❖ Members of County assembly
- ❖ Private Service Providers.

1.11 CLIENTS RIGHTS

Our clients have a right to:

- ❖ Be treated with courtesy, dignity and respect
- ❖ Be listened to
- ❖ Privacy and confidentiality
- ❖ Timely information on the nature of our services
- ❖ Quality services
- ❖ Conducive environment
- ❖ Effective communication

1.12 EXPECTATIONS OF THE MINISTRY

The Ministry shall expect the following from its clients/stakeholders:

- ❖ To demand services

- ❖ To treat staff with respect and courtesy
- ❖ To give fair feedback and comments on service rendered
- ❖ To support Ministerial programmes and activities
- ❖ To observe Ministerial guidelines and legislations
- ❖ To provide sufficient and accurate information for accurate and appropriate response
- ❖ To pay all legal permits, fees and other levies promptly
- ❖ To demand an official receipt upon payment of any monies that may be chargeable for services rendered by the Ministry
- ❖ To avoid bribing or compromising any member of staff
- ❖ To promptly supply quality goods and services requested for from suppliers and contractors
- ❖ Stay informed about the current and new services offered by the ministry.

2 SERVICE DELIVERY PLEDGE

We commit ourselves to do the following:

2.1 INFORMATION:

Provide consistent, accurate and impartial information in a timely manner. We shall respect and protect the confidentiality of any information provided by our clients

2.2 COMMUNICATION:

Use clear language and pay use attention to respect and personal dignity. Our staff shall deal promptly with any appointments and offer apologies in case of postponement or delay.

2.3 COSTS

Cost all chargeable services as per the relevant County revenue Act.

2.4 SERVICES

We commit ourselves to:

2.4.1 GENERAL SERVICES

CUSTOMER SERVICE DELIVERY CHARTER

Services Offered	Requirement	User charge	Time Frame
Customer Desk	Fill in visitors form/register	Free	<ul style="list-style-type: none">• Immediately• Calls answered within 30 seconds but not exceeding three rings
Communication: Response to enquiries, written correspondences & emails	Submission of correspondences	Free	Five (5) & fourteen (14) working days to technical & complex issues respectively

Counselling & Extension services	Request from the customer for services	Free	Immediately
Business Training services	Organized groups of minimum 30 persons	Free	1 month
Processing of Loan application forms	Provide required documents as specified in the application form or additional as requested	Free	3 months
Calibration of weighting & measuring equipment used in trade	<ul style="list-style-type: none"> Submit equipment to the Weights & Measures office or designated stamping station Routine complains 	Stamping fee depends on the type of equipment with a minimum of Kshs. 20	Immediately
Inspection of counterfeit goods & services	Submit equipment to the Weights & Measures office	Free	Immediately
Pattern approval of weighing & measuring equipment	Submit equipment to the Weights & Measures office	Free	Immediately
Registration of cooperative societies	<ul style="list-style-type: none"> Application form Economic appraisal Copy of by-laws 	Kshs. 3,500	60 days on receipt of application
Registration of amended by-laws	<ul style="list-style-type: none"> General meeting's resolution Certificate of amendment of the by-laws Copies of proposed by- laws 	Kshs. 1,000	30 days
Change of name	General meetings resolutions	No Fees	On the spot
Renewal of certificate of Registration	Application forwarded by Cooperative Officer	Kshs.2000	5 days
Registration of charges	<ul style="list-style-type: none"> Charge instrument General 	Kshs.2,500	4 days

Procurement of goods and services	Issuance of LPOs	Submissions of quotations/tender/document	3 days
	Processing of quotations	Submission of bids	14 days
	Tendering process	Submission of bids	21 days
Payment of goods and services rendered	Deliver goods and services as per the contract's quality, quantity and delivery time (LPO/LSO/Delivery note)	Free	30 days
	Inspection of goods/ services and issuance of inspection and acceptance certificate	Free	3 days
	Issue goods received note	Free	1 day
	Verification and attachment of payment and forwarding of necessary documents to Finance department	Free	2 days
	Payment of invoices	Submission of delivery note and invoices	30 days
Provision of attachment/Internship	Formal request	Free	14 days from application date

2.5 REDRESS MECHANISM

- i. The Ministry shall not condone impropriety
- ii. Complaints regarding tenders should be addressed to the Public Procurement Oversight Authority within 21 days after contract notification and to the Turkana County Public Complaints Committee within 14 days after contract notification.
- iii. Complaints on poor service delivery, unethical conduct and general breach of norms of integrity should be reported immediately to the Chief Officer, for necessary remedial/ disciplinary action. You may also report to EACC or the Kenya Police.
- iv. All complaints from internal customers should be reported immediately to the Chief Officer for the necessary action.

2.6 REVIEW OF THE CHARTER

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

2.7 FEEDBACK

- ☐ Confidentiality and privacy shall be upheld.
- ☐ Feedback may be communicated through telephone, letters, e-mail or suggestion boxes which have been made available within the Ministry for your use.
- ☐ All feedback shall be acknowledged and addressed within seven (7) days. However, complaints of technical nature will be responded to within thirty (30) working days.

ALL enquires, complaints, compliments and suggestions relating to Ministry services should be forwarded to:

County Chief Officer, Ministry of Trade, Gender and youth Affairs-
Cooperative house, County Assembly Road
P.O BOX 11-30500 Lodwar
Email: Trade@turkana.go.ke