



MOMBASA COUNTY PUBLIC SERVICE BOARD



CITIZEN SERVICE CHARTER

No.	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	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	All documents cited in the advertisement	Free	7 days
9	Audit of offices and departments on values and principles (<i>Article 10 & 232, Public Service/Values & Principles Act 2015</i>)	<ul style="list-style-type: none"> Written complaint 	Free	Annually
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 	Free	Continuously
12	Advisory services on HR issues	<ul style="list-style-type: none"> Request for services 	Free	Continuously
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	Advisory opinion on international treaties and conventions	<ul style="list-style-type: none"> Written request for advice 	Free	7 days
15	Submission of Reports to the County Assembly/departments	<ul style="list-style-type: none"> Formal request 	Free	Periodically
16	Information	<ul style="list-style-type: none"> Written request 	Free	2 days
17	Handling customer grievances	<ul style="list-style-type: none"> Written request 	Free	30 days
18	Handling Human resource appeals	<ul style="list-style-type: none"> Written sanction 	Free	21 days from receipt of letter
19	Responding to non-compliance cases	<ul style="list-style-type: none"> Written request and evidential data 	Free	14 calendar days

Feedback corner

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 Chief Executive Officer
Mombasa County Public Service Board (CPSB)
P O Box 80076-80100 Mombasa
1st Floor, Betting Control Building
Tel: 0715631914 / 0780564465
Email: info.mcpsb@mombasa.go.ke
Website:

www.psbmombasa.go.ke and 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 Country Secretary's offices.