

KISII COUNTY GOVERNMENT



OFFICE OF THE DIRECTOR CLIMATE CHANGE

CITIZEN'S SERVICE DELIVERY CHARTER

VISION

To enhance adaptive capacity, reduce vulnerability and safeguard the well-being of citizens, their properties and County's prosperity in the wake of changing climate

MISSION

To strengthen County's initiatives in adapting to and mitigating climate change, through participatory planning, monitoring and verification across all sectors for a prosperous, climate resilient and low carbon development.

MANDATE

To promote, coordinate, mainstream and sustain climate smart interventions in order to foster climate resilience, adaption and mitigation, by the use of climate risk information as a tool for policy formulation and low carbon development planning.

MOTTO

Together for prosperity

STRATEGIC OBJECTIVES

The directorate operates under the following four (4) strategic objectives:

- a. Enhancing climate-smart technologies for scaling up climate adaptation and mitigation for sustainable development.
- b. Integrating and mainstreaming low carbon resilient growth pathway for Kisii County
- c. Mobilization and coordination of resources for climate change programs from public and private entities.
- d. Enhancing effective participatory planning, monitoring and evaluation (PM&E) for all Climate Change programs
- e. Facilitating climate change research and knowledge management in the County

CORE FUNCTIONS

1. Provide analytical support on climate change to the various sector departments and agencies;

2. Establish and manage a county registry for appropriate adaptation and mitigation actions by private and public entities;
3. To serve as the county knowledge and information management section for collating, verifying, refining, and disseminating knowledge and information on climate change;
4. In collaboration with other agencies of the national and county governments;
 - a. Identify low carbon development strategies and coordinate related measurements, reporting and verification;
 - b. Develop strategies and coordinate actions for building resilience to climate change and enhance adaptive capacity;
 - c. Optimize the County's opportunities to mobilize climate finance;
 - d. Undertake research on climate change vulnerability and related impacts
5. Coordinate adherence to the county, national and international obligations including associated reporting requirements on matters climate change;
6. Coordinate implementation of gender and intergenerational climate change education, consultation and learning at the sub county and ward levels;
7. Enhance sourcing and dissemination of low carbon and climate resilient technologies
8. Integrate and mainstreaming of Climate Change interventions into other programs
9. Carry out capacity building and awareness creation on climate change

VALUES AND PRINCIPLES

- Ensuring just transition for all towards climate resilient livelihoods
- Inclusivity
- Participatory planning, monitoring, evaluation and learning
- Community driven planning of responses to climate change impacts
- Equity
- Recognition, respect and integration of knowledge, perspectives and experiences of communities in climate change response
- Promotion and protection of right to clean and healthy environment in accordance to article 42 of the Kenyan Constitution
- National values and principles of governance set out in Article 10 of the Kenyan Constitution
- Values and principles of public service set out in Article 232 of the Kenyan Constitution

WHOM WE SERVE

- General public
- County Government departments
- Private sector
- Training and other learning institutions
- Public and private research institutions including Universities
- Civil Society Organization
- Development partners

SERVICES OFFERED	USER OBLIGATION	USER COST KSHS	TIMELINE
Provision of information/attendance to inquiries/handling of correspondences	Put a request through; Visiting our offices at the County HQs Sending an email to climatedirector@kisii.go.ke Mailing to P.O Box 4550-40200, Kisii	Free	Phone calls – 5 minutes Visit – 15 minutes Email – 1 working day Mail – up to 7 working days
Prompt services to visiting clients	Visit the directorate’s office at County headquarters and seek service on need basis	Free	Immediately or within 1 working day
Public awareness creation	Attend public awareness forums	Free	Regularly
Handling grievances complains	Raise grievance, register on grievance form at the ward/ chief’s office who will be in charge of community grievance redress committee	Free	Received and acknowledged within 3 working days Resolving within 3 weeks after being acknowledged
Monitoring, and evaluating of implementation of climate change action plan	Make necessary inquiries; Contribute positively in the monitoring and evaluation of climate resilience investments	Free	Regularly
Development of county climate change action plan every 5 years	Make necessary inquiries; Contribute relevant information for development of county climate change action plan	Free	Every 5 years
Development of county climate change adaptation plan every 15 years	Make necessary inquiries; Contribute relevant information for development of county climate change adaptation plan	Free	Every 15 years
Preparing and disseminating climate risk assessment report	Make necessary inquiries; Contribute relevant information for development of participatory climate risk assessment	Free	Regularly
Mainstreaming climate change concerns into the county government	Collaboration and cooperation	Free	Annually

planning and budgeting process			
Undertake research, investigation and surveys in the climate change	Collaboration and cooperation	Free	Regularly

FEEDBACK MECHANISM

We endeavor to improve service delivery and appreciate your feedback. You can help us improve our service delivery by;

- Filling our customer feedback survey forms at our offices. The forms can be downloaded from the County's website, filled and sent to the directorate through email or post office
- Call our incident reporting line No +254709727342/+254730184342
- Lodging a complaint to the Director Climate change

Any service that does not conform to the above standards or an officer who does not live to the commitments, courtesy and excellence in service delivery should be reported to;

The
 Director of Climate Change
 P.O BOX 4550-40200, Kisii
 E-Mail: climatedirector@kisii.go.ke
 Telephone:
 +254709727197/+254730184197
 Website: www.kisii.go.ke