



Ministry of Education, Arts and Culture

CUSTOMER SERVICE CHARTER

Department: Finance and Administration

Directorate: Planning and Development

The Directorate is responsible for coordinating the planning, development and implementation of ministerial plans, policies, and projects.

THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Coordinate the planning and development of ministerial strategic plans, annual management plans, performance agreements, and capital projects
- Coordinate and monitor the implementation of ministerial strategic plans, annual management plans, performance agreements, and capital projects
- coordinate the review of ministerial strategic plans, annual management plans, and performance agreements
- Evaluate progress on Capital projects
- Produce financial execution reports on all capital projects
- Manage and ensure the implementation of bilateral and multi-lateral agreements
- Coordinate the development of the Medium Expenditure Term Plan and accountability report and NDP bi-annual report
- Facilitate policy formulation and reviews
- Collect GPS coordinates of all established schools, and maintain and update school maps.
- Maintain teacher demand and supply Model
- Ensure the implementation of the Ministerial Human Resource Development Plan
- Coordinate Education Planners' capacity building
- Collect data for planning, monitoring, and evaluation purposes.
- Analyze, produce, publish the 15th School Day Statistics and Education Census Report
- Coordinate, compile, analyze, produce, publish, monitor, and evaluate Annual education reports
- Allocate EMIS codes for approved Public and Private schools
- Produce and distribute UNESCO/UIS reports
- Produce and distribute research project reports

OUR CUSTOMERS

- MoEAC Staff
- Schools and General public
- Various O/M/As
- Non-Governmental Organizations (NGO)
- Development partners

OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient quality services.
- ✓ We strive to execute our duties within the following guiding **VALUES**:

- **Integrity** - We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.
- **Accountability** - We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.
- **Professionalism** - We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.
- **Commitment** - We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.
- **Respect & Empathy** - We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.
- **Transparency** - We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.
- **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

OUR SERVICE PROMISE/STANDARDS

We will:

- coordinate the planning and development of ministerial strategic plans, annual management plans, performance agreements, and capital projects three months prior to the due date of the preceding plans;
- continuously coordinate and monitor the implementation of ministerial strategic plans, annual management plans, performance agreements, and capital projects;
- coordinate the mid-term and final review of ministerial strategic plans;
- coordinate the review of annual management plans and performance agreements quarterly;
- evaluate progress on capital projects monthly;
- produce financial execution reports on all capital projects quarterly;
- manage and ensure the implementation of bilateral and multi-lateral agreements when needs arises;
- coordinate the development and produce medium expenditure term plan and accountability report annually;
- facilitate policy formulation and reviews when need arises;
- collect gps coordinates of all established schools when need arises, and continuously maintain and update school maps;
- continuously maintain teacher demand and supply model;
- ensure the implementation of the ministerial human resource development plan at all times;
- coordinate education planners' capacity building when needs arises;
- collect data for planning, monitoring, and evaluation purposes;
- analyze, produce, and publish 15th school day statistics annually, as well as education census report within 3 months after the start of each academic year and distribute them to key stakeholders;
- coordinate, compile, analyze, produce, publish, monitor and evaluate annual education reports per term, including ndp reports, bi-annual reports;
- allocate emis codes for approved public and private schools within 2 days upon receipt;
- produce and distribute unesco/uis reports annually (within 4 weeks after they are received from uis);
- produce and distribute research project reports when need arises;

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within 3 rings.
- We will return your call within 2 days if we can't provide an answer immediately.

If you write to us

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.
- We will respond to your correspondences received within one (1) week after receipt.

If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us.
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer.
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want.
- We promise to consider your views when setting our service standards.
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient.
- Be timely in providing required and accurate information to the Directorate.
- Comply with existing Legislations, Regulations and Procedures, and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

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