



GENERAL SERVICE DELIVERY GUIDELINES

The General Service Delivery Guidelines outlines the responsibilities and rights that both **'service providers'** and **'service users'** must follow in order to achieve effective and efficient Public Service Delivery

RESPONSIBILITIES OF SERVICE USER



Be courteous to service provider and others

Consult help desk



Fulfill service prerequisites

Responsible for negligence



Not under the influence of intoxicants

RIGHTS OF SERVICE USER



Courteous treatment

Receive relevant information



Receive fair and timely service

Provide feedback



Submit grievances



RESPONSIBILITIES OF SERVICE PROVIDER



Listen mindfully to service users

Ensure inclusive service



Explain processes and outcomes clearly



Wear name card



Provide prior information about absence from office



Be courteous to service user and others



Provide avenue for feedback



Redress grievances instantly



Treat service user's information with confidentiality



RIGHTS OF SERVICE PROVIDER



Collect service user's information

Courteous treatment



Access to adequate resources



Provide feedback to the management



Request for complete documentation

