

COUNTY GOVERNMENT OF NYERI

OFFICE OF THE GOVERNOR

DIRECTORATE OF ALCOHOLIC DRINKS CONTROL & MANAGEMENT

CUSTOMER SERVICE CHARTER

VISION:

A county with healthy people free from the negative effects of alcohol.

Mission:

To eradicate the negative social-economic impact of alcohol and related products by protecting consumers and under age persons through Public education/sensitization, restriction on advertisement and licensing while rehabilitating and treating alcohol dependant people in order to promote social growth and economic development.

CORE VALUES:

- Professionalism
- Integrity
- Innovativeness
- Fairness
- Privacy & Confidentiality
- Team work
- Accountability

OUR MANDATE

The licensing and regulation of the production, sale, distribution, consumption and promotion of Alcoholic Drinks, and supporting treatment and rehabilitation programmes as per the provision of the Nyeri County Alcoholic Drinks Control and Management Act.2014.

S/No	SERVICE	REQUIREMENT BY CLIENT/CUSTOMER	CHARGES	TIMELINESS
1	Attendance to clients/visitors/customers seeking information	Clarification & Courtesy on enquiry	Free	Immediate
2	Response to incoming correspondences	Provision of accurate information	Free	Within 7 days
3	Complaints	Lodging of complaints in writing through a letter or email	Free	Within 7 days
4	Application of liquor license	Payment of application fees and submission of the application forms	Kshs.1,000	21 day
5	Publication of Notices	None	Free	21 days
6	Receiving objections from the public on applicants by Sub-county committee	None	None	7 days

7	Informing the applicants on objections to the applications by Sub-county Committee	None	None	7 days
8	Informing the applicant on rejection and further comments of his application by Sub-county Committee	None	None	30 days
9	Recommendation by Sub-county Committees to County Committee for licensing	None	None	3 days from the Date recommendations are made
10	Re-submissions/and reconsideration of the rejected application to the Sub-county committee	None	None	Within 30 days of the date of notification
11	Informing the client of rejection of the re-application.	None	None	Within 30 days after re-Submission
12	Issuance of license	<ul style="list-style-type: none"> 1) Old license (original) 2) Copies of <ul style="list-style-type: none"> ➤ Id card ➤ Application receipt ➤ License payment receipt identification 	License fee charged as per category	1 day

13	Appeal for license	Lodge appeal in writing to the Director	free	21 days of submission
14	Rehabilitation and Treatment	Diagnosis / recommendation by any health facility or a doctor / clients acceptance.	As per the requirements of the particular rehabilitation facility	Continuous until discharged
15	Response to an Alcohol Emergency	Verification of the source information	Free	immediate

CONTACT:

DIRECTOR
ALCOHOLIC DRINKS CONTROL & MANAGEMENT
P.O BOX 1112 – 10100 NYERI
OFFICE: BLOCK C 3rd FLOOR ROOM 309
Email:directoradcm@gmail.com
OFFICE HOURS: 8:00am to 5:00 pm MONDAY TO FRIDAY
(Weekends & Public Holidays excluded)

OR:

THE CHIEF OFFICER

GOVERNORS OFFICE
P.O BOX 1112 – 10100 NYERI
OFFICE: Block C 3rd FLOOR: ROOM 316