



COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF TRADE, TOURISM & CO-OPERATIVE DEVELOPMENT

OUR VISION:

Transform Nyeri County into a Sustainable, middle income, investor friendly and world class tourist destination providing all citizens a high quality of life.

OUR MISSION:

To create a sustainable socio-economic environment for a globally competitive investment climate, world class tourist destination and a strong co-operatives sector through investment facilitation, tourist product development and enabling policy and legal framework.

OUR CORE VALUE

Patriotism – To be loyal and devoted to our county at all the time.

Professionalism – To be committed to use our skills and competency in delivery of services

Integrity and Accountability –To be accountable and devoid of corrupt practices

Teamwork-To encourage Collaboration and consultations away of maximizing synergy

Creativity and Innovativeness-To be open and proactive in seeking better and more efficient method of service delivery

Client Focus-To treat Customers with respect, Courtesy and delight in their satisfaction

Citizen Service Delivery Charter

S/No	SERVICES PROVIDED	REQUIREMENTS FROM THE CLIENT/CUSTOMER	CHARGES	TIMELINE
A GENERAL OFFICE ADMINISTRATION				
1	Attending to Visitors	Visitors Book	Free	30 minute
2	Respond to Visitors Correspondence/complaints	Appointment Book	Free	7 days
3	Respond to telephone calls	Telephone register	Free	5 seconds
4	Respond to written request/enquiries to the department	Request letter	free	7 days
5	Respond to telephone request for information	Telephone register	free	7 days
7	Communicate policy Change	policy	free	immediate
8	Processing Payments for Goods and services supplied to the department	Delivery of goods & service (with supporting documents)	As per contract	1 week from delivery date
B DIRECTORATE OF TRADE,INDUSTRY AND INVESTMENT				
1	Issue loan application form	ID collateral exiting Business	free	10 minute
2	Process and issue loans	Approved application by the board	free	3 months
3	Capacity Building of entrepreneurs and loan beneficiaries	Avail yourself at the venue	Cost sharing	Two weeks after loan approval
4	Develop market	Propose the markets in public participation and budget approval	Depends on the contract	Within the financial year
6	Complain made to the department on malpractice on fair trade	Complain letter to the department	free	7 days
7	Complete investigations on complains raised on no.6 above	Give information on complaints	free	30 days

8	Business Advisory and counselling	request for the service	free	30 minutes
9	Trainings of traders	Exiting Business Request for training	free	14 days
10	Verification of weighing & measuring equipment submitted to our offices	Present the equipment for verification	Depends on the types of machine	30 minutes
11	Verification of weighbridge	Request for verification	Depends on Capacity	1 day
12	Calibration of fuel dispensing pump per Nozzle	Request for verification	1,600	1 day
13	Verification of traders equipment submitted at stamping station	Present the equipment	Depends on the types of machine	30 minutes
15	Inspection of Trade premise	Request for inspection	free	1 day
C	DIRECTORATE OF COOPERATIVE DEVELOPMENT			
16	Register of cooperative society	Register Application form 10 or more people Pre-cooperative training Economic benefit analysis Constitution	3700	1 month
17	Complain made to the department regarding dispute between members	Complain to the department	free	7 days
18	Complete investigations(if any) on complain above	Give detail information on the complain	free	30 days
19	Auditing of Sacco's account	Books of accounts and any other relevant document	Range 25,000-94,000	20 days
20	Settlement of dispute	Complain to the department Resolutions/Minutes	free	2 months
21	Attend to AGM to present Audited accounts	Audited accounts	free	1 day
22	Audit inspection	Books of accounts	free	2 weeks
23	KRA returns and tax advisory services	Request for the service	free	2 hours

D	DIRECTORATE OF TOURISM AND CULTURE			
1	Attend to general/specific enquires on cultural promotion and development -Gucokia ciuria ciigie uthii wa nambere wa unduire	Request to the department -Ihoya kuri ruhonge	Free -Gutiri marihi	7 days -Thiku mugwanja
2	Offer technical and expert assistance for cultural programmes. -Kuheana uteithio murumu wiigimainie na tabaarira cia unduire	Request to the department -Ihoya kuri ruhonge	Free -Gutiri marihi	14 days
3	Register cultural groups & individual cultural practitioners -Kwandikithia ikundi cia unduire hamwe andu kiumbe aria ataaramu\mohigiriire hari maundu ma unduire	Registration form - Fomu ya wiyandikithia Group constitution - Mawatho ma ngurubu Resolution to register - Wuiguithanio wa wiyandikithia List of members - Maritwa ma amemba	520/- new applicant 220/- Renewal	1 month
4	Conduct capacity building for cultural practitioners. -Guthomithia na gukuria ikiro cia ataaramu a maundu ma unduire	Request for training -Ihoya guthomothio	Free	14 days
5	Marketing of county tourism products -Kwendia na kugathiriria iguuciririo cia ugendi	Request for the service -Ihoya ria utungata	Free	1 month
6	Rendering technical support to County based entities engaged in tourism activities and services -Kuheana utungata kuri honge ciothe iria ciigimainie na maundu ma ugendi	Request for the service -Ihoya ria utungata	Free	7 days

7	handling complaints on tourism related matter -Guthurima na gutuithania mateta meegemainie na ugendi	Complain to the department -Iteta kuri ruhonge	Free	7 days
---	--	--	------	--------