



REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF WATER, IRRIGATION,
ENVIRONMENT AND CLIMATE CHANGE



CITIZEN SERVICE DELIVERY CHARTER

The Department of Water, Irrigation, Environment and Climate Change in the County Government of Nyeri, is committed to providing quality services at all times in the best interest of all our customers and continually improve our standards of quality in every aspect of our services to the satisfaction of our customers

MKATABA WA UTOAJI WA HUDUMA YA RAI

Idara ya Maji, Unyunyiziaji wa mimea, Mazingira na Mabadiliko ya tabia nchi kaunti ya Nyeri imejitolea kutoa huduma bora wakati wote kwa ajili ya wateja wetu wote na kuendelea kuboresha viwango vyetu vya ubora katika kila hali ya huduma zetu ili kuridhisha wateja wetu.

MUTARATARA WA UHEANI WA MOTUNGATA YA RAI

Wabici ya maai, maai ma Kurima, maaria maturigicirie na uchenjia wariara niirutiire kuheana motungata mega mahinda me moothe kuringana na wendi wa aria marena utungata na guthii na mbere na kwagiria motungata macio wega niguu gukinyaniria wendi wa abatari aitu.

No.	Service Huduma Motungata	Customer Need Mahitaji Ya Wateja Mabataro Ma Andu Aitu	Charges Malipo Marihi	Timelines Muda Ihinda
1	Provision of information/attendance to enquiries/Handling correspondences (Access to information e.g the tree felling permits)	Put a request or visit County Department Headquarters at Maji House Nyeri, Baden Powell Road, Send request or information letter to P.O. Box 1112-10100 Nyeri Send request or information to County Water department e-mail address cowaternyeri@yahoo.com Visit county Government of Nyeri Website at www.nyeri.go.ke	Free	Visit – 15 minutes E-mail – 1 working day Mailed request – up to 7 working days Visit our offices from Monday- Friday 8:00AM- 5:00PM anytime. Response up to 7 working days from the date received
	Utoaji au upataji wa habari/kushughulikia maswala au kushughulikia barua,	Toa ombi au tembelea ofisi kuu ya kaunti ya maji na Mazingira katika Nyumba ya halmashauri ya Maji ya Tana Tuma barua kwa Sanduku la Posta 1112 – 10100 Nyeri Au Tuma barua pepe cowaternyeri@yahoo.com Tembelea mtandao wa huduma ya kaunti www.nyeri.go.ke	Bila malipo	Tembelea ofisi dakika 15 Mdahalishi-siku moja ya kazi kutoka barua ifike ofisini Tembelea ofisi zetu kutoka jumatatu hadi ijumaa 8:00AM- 4:00PM wakati wowote. Jibu ni hadi siku saba kutoka barua kufika ofisini.
	Uheani wa mabataro ma andu aria marena motungata	Uria utungata kana wikinyie obici-ini nene cia mai iria ikoragwo barabaraini ya Boden Powel Nyeri	Gutiri marihi	Gutumikirwo ni Ndagika ikumi na ithano.

		Tuma maruaa ukihuthira ithanduku ria posta P.o Box 1112-10100,Nyeri		Rurenda-ini ni thiiku imwe
		Kana utume marua na rurenda rwa cowaternyeri@yahoo.com		No ucere kuuma jumatatu okinya jumaa kwanjia thaa igiri ciarucini kinya thaa ikumi cia huwaini.
		Na ucere rurenda ini rua thirikari ya kaunti ya Nyeri www.nyeri.go.ke		Ihinda ria marua ni thiiku mugwanja.
2	Prompt services to visiting clients (Access to quality services)	Visit our County headquarter offices or our sub county offices and seek a service as per the need	Free	1 working Day
	Huduma za haraka kwa wateja (Upatikanaji wa huduma bora)	Tembelea ofisi kuu ya kaunti ama ofisi zetu za kata ndogo na uulize huduma	Bila malipo	Siku moja ya kazi
	Motungata mega ma naihenya kuri abatari	Cerera wabici itu nene ya maai na maria maturigiciirie kana wabici citu cia mashinani na urie utungata	Gutiri marihi	Muthenya umwe wa wira
3	Provide information/ advisory/ Technical services on water, Irrigation, Environment and Climate Change sectors	Raise requests/Concerns as per the need	Free	1-2 working days depending on the nature of advisory requested.
	Utoaji wa huduma za maji na usafi katika kaunti na pia ushauri juu ya mageuzi ya sekta ya maji, mazingira na mabadiliko ya tabia nchi	Kutoa maombi /shughuli	Bila malipo	Siku moja hadi mbili kulingana na ushauri anaohitajika
	Kuheana/gutara utungata-ini wa mai , maria maturigiciirie, na uchenjia wa riera.	Kuruta mawani/utungata	Gutiri marihi	Thiku imwe nginya igiri kulingana na mootaro maria marendeke
4	Handling Complaints	Raise complaint, register complaint form, make formal correspondence as per complaint and complaint capturing in a complaints Register by officer incharge or Lodge your complaint through our department email on cowaternyeri@yahoo.com	Free	Received and acknowledged within 24hrs, Action within 14 days from the day of receipt depending on the complexity of the complaint Appeal all cases – 24hrs
	Kushughulikia malalamiko	Toa Malalamishi, kusajiliwa kwa malalamishi, mlalamishi kujaza fomu na malalamishi kufuatiliwa na afisa mhusika. Tuma malalamishi yako kupitia barua pepe kwa cowaternyeri@yahoo.com	Bila malipo	Hadi Saa 24
	Kurumbuia mateta	Kurehe mateta kuihuria fomu, kuuadika ibuku na mateta kuru mirirwo ni obici Tuma mateta maku kuhetukira nenda ya ukinyaniiria cowaternyeri@yahoo.com	Gutiri marihi	Mathaa mirongo iri na mana kuuma gutwara mateta maku wabici. Gucokia mateta ni mathaa mirongo iri na mana.
5	Processing Payments to suppliers/Consultants	Supply goods/services/ works Receipt of proper documentation (Delivery, Invoice, signed LPO, Contract etc)	Free	Within 30 days (except for special contracts
	Malipo kwa watoa ruzuku/Washauri	Toa bidhaa/Kazi upokezi wa nyaraka sahihi(upelekaji/Kutoa bili/LPO au kadarasi iliyotiwa sahihi	Bila malipo	Siku thelathini (lakini sio kwa mkataba bayana)
	Marihi ma aria marutite wira wa wabici ya maai	Twaara indo iria wititio,uheane utungata/uheane marithiti maria utwarite indio namo na ma gwitia mbecha na marua	Gutiri marihi	Thiiku ,mirongo itatu tiga kandarathi iria cia mwanya.

“Courtesy and Excellence in Service Delivery remains our full time commitment”

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

Kujitolea kwa cheo na ubora katika utoaji wa Huduma

Huduma zisizoambatana na viwango vilivyotajwa hapo juu ama afisa ambaye hajitolei kutoa huduma bora wakati wote kwa ajili ya wateja ili kuwaridhisha watafute usaidizi kutoka kwa:

The Chief Officer

**Water, Irrigation, Environment and Climate
Change**

Maji House, Baden Powell Road,

P.O. Box 1112 – 10100, Nyeri

E-Mail: cowaternyeri@yahoo.com

County Secretary

County Government of Nyeri

Town Hall- 2nd Floor

P.O Box 1112-10100

NYERI