

DIRECTORATE OF ENERGY



MANDATE

The Directorate of Energy is vested with the responsibility of managing Energy matters under the devolved system of Government in Nyeri County

Vision

A world class provider of cost-effective physical infrastructural facilities and services

Mission

To provide efficient, affordable and reliable infrastructure through design, construction, maintenance and effective management for sustainable economic growth and development of Nyeri

Core Values

- ❖ Excellence;
- ❖ Thoroughness;
- ❖ Responsiveness;
- ❖ Collaboration;
- ❖ Prudent utilization of resources;
- ❖ Collegiality;
- ❖ Integrity;
- ❖ Ethics.

Our Core Functions

- Formulation, implementation, and review of various policies and laws to streamline the proper functioning of the directorate
- Preparation of county energy plans, physical planning related to energy resource areas and facilitation of land and rights of way for energy infrastructure.
- County energy regulation and county energy operations and development.

Our Scope

Our scopes include the area marked as including the county of Nyeri in relation to energy.

Our Clients

- ❖ Our clients include the public
- ❖ Other county government departments
- ❖ National government institutions and agencies
 - ❖ Contractors and suppliers

Our Stakeholders and Partners

Our stakeholders include the National Government Institutions, Institutions Of Higher Learning, Power utility companies, Telecommunication companies, professional bodies and environment regulatory bodies.

Our Service Guarantee

In fulfilling our service guarantee, we are committed to having a well-trained and supportive staff and to developing an open and accountable culture that is fair and reasonable. We will provide you with quality service by: -

- ❖ To greet and welcome all our visitors at their first point of contact with directorate
- ❖ To attend all telephone calls within the first 3 rings.
- ❖ To acknowledge email contact within the hour
- ❖ Identifying ourselves when we speak to you including our identification badges;
- ❖ Handling our clients, stakeholders and partners with courtesy, respect and dignity.
- ❖ Seeking to understand your requirements and to identifying what is important to you;
- ❖ We will listen actively and act responsively to your needs;
- ❖ Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs;
- ❖ Treating you with respect and courtesy, maintaining confidentiality where required;
- ❖ Giving you clear, accurate, timely and relevant information or help you find it;
- ❖ Being clear and helpful in our dealings with you, giving reasons for our decisions;
- ❖ Respecting the confidentiality of personal information and using it only in accordance with the law;
- ❖ Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with Code of Conduct and Ethics;
- ❖ Referring inquiries, we cannot answer to an appropriate source;
- ❖ Presenting our responses to your inquiries or letters clearly and concisely using plain English, understandable graphics, or other means relevant to your needs. Generally, we will write back within 14 days of getting your letter. If this is not possible, we will tell you why we cannot and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.
- ❖ We will also seek your opinion before making decisions that affect you by understanding your needs through Public participation and consensus building.

- ❖ We will be Mindful of timelines and deadlines and explain effectively when certain factors arise that impede such endeavors.

Working Hours

- ❖ Our offices will be open every day from **8.00 A.M to 5.00 P.M** with a lunch break in between **1.00 P.M. to 2.00 P.M.** except weekends and gazzeted public holidays.

Official Language

Our official language of communication will include English for correspondence. Kiswahili and local languages where necessary and where practical, sign language

Office Location

Our offices are located in Chania at the Former Ministry of Public Works offices off King’ong’o-Nyeri road.

Feed Back

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestion about improving our service, please let us know.

For complaints and compliments,

Contact the Director of Energy, P.O. Box 1112- 10100 Nyeri,

E-mail address – coinfrastructure@gmail.com

Guiding Principles

We commit ourselves through this charter to the following principles

- ❖ Public participation and public engagement
- ❖ Professionalism
- ❖ Social justice
- ❖ Quality Standards and adherence to the law
- ❖ The overriding precedence of public interest and wellbeing.
- ❖ Prudent use of resources that give our clients value for money.

Our Timelines

SERVICES	CLIENTS RESPONSIBILITY	TIMELINES	COST
Energy Section County energy policy planning and formulation	Expressed need	Periodic	Free
Energy Policy implementation		Continuous	Free
Carrying out maintenance on electrical and mechanical installations in the county	Reported breakdowns	24 hours	Free
Installation of new street lighting lines	Expression of interest from the community	As provided by law	Free

SERVICES	CLIENTS RESPONSIBILITY	TIMELINES	COST
Responding to reported emergency blackouts		Immediate	Free
Responding to reported vandalism	Information	Immediate	Free
Mechanical Section			
Approval of drawings	To make formal application	7 days	Free
Fire service	Formal application	Immediate upon payment of business permit	Free
Certificate of fire compliance	Payment of single permit	7 days	Free
Fire training	Formal request	7days	Free