

COUNTY GOVERNMENT OF NYERI COUNTY  
**DIRECTORATE OF PUBLIC WORKS**



**MANDATE**

The Directorate of Public Works is vested with the responsibility of managing Public works 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.
- Designing, preparation or approving bills of quantities and setting standards for the construction and maintenance of all public structures in the county.

## **Our Scope**

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

## **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, Kenya Wildlife service, Kenya Police College, International Development Agencies, Water Service Providers (WSPs), 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 department
- ❖ 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 Chief Officer Department of Transport, Public works, Infrastructure and Energy,  
P.O. Box 1112- 10100 Nyeri,**

**E-mail address – [coinfrastructure@gmail.com](mailto: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 |
|--|--|-----------------|------|
| <b><u>Public Works Section</u></b><br><b>Architecture and designing</b><br>Preparation of outline schemes and detailed designs of public buildings | Provide detailed information to be acted upon  | 14 working days | Free |
| Storage and retrieval of plan records and construction information   | On request                                     | 24 hours        | Free |
| Design, supervision and construction of new Government buildings and maintenance of existing ones  |  | Continuous      | Free |
| Carry out field survey and user reaction investigations  | Expressed need                                 | Periodic        | Free |
| Design/supervision of installation of natural and artificial decorative elements in a built environment to enhance esthetics                       | Provide detailed information and specific need | 14 working days | Free |
| <b>Quantity Surveying</b>  |  |                 |      |
| Preparation of bills of quantities   | Upon application                               | 14 days         | Free |
| Issuance of payment certificates   | Upon application                               | 28 days         | Free |
| Cost analysis  | Routine  | Continuous      | Free |
| Supervise building of public structures  | Upon application                               | Continuous      | Free |