



COUNTY GOVERNMENT OF NYERI



DEPARTMENT OF FINANCE AND ECONOMIC PLANNING

REVENUE DIRECTORATE

SERVICE CHARTER

Message from the Director:

The Directorate of Revenue was established under section 4 of the Nyeri County Revenue Administration Act, 2014. It recognizes the provision of service as the key to success of the County Government of Nyeri.

The Directorate's core mandate is to collect, receive and account for all revenue payable to the County Government of Nyeri.

This service charter follows key quality customer service principles to enhance efficiency, empathy, solution-oriented thinking, respect and dignity for our customers.

In return, we request and expect honesty, respect and cooperation from our customers as they enjoy our services.

Ms. REHEMA SALIM

DIRECTOR- REVENUE

NYERI COUNTY

VISION

A Wealthy County with Happy, Healthy and Secure People

Mission

To create and sustain an Environment that unlocks Potential of the People of Nyeri to achieve Progressive socio-economic by running a Progressive and open Government

Core Values

- **Patriotism-** Our devotion to the County and its aspiration will be manifested in what we say and we do.
- **Innovativeness-** We nurture and support creativity and the development of new ideas, products and processes in service delivery.
- **Team Work-** We deliberately work together, collaboratively and across all sectors to deliver services to citizens of Nyeri and win their approval.
- **Integrity-** We are open, honest, and trustworthy in dealing with all stakeholders and especially the citizen.
- **Accountability-** We honor our commitments to all our stakeholders by doing what we say and we do.

Customer Service Delivery Charter

Nyeri County is committed to Timely, Efficient and Effective Service Delivery

SERVICE RENDERED	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINE
Issuance of licence ❖ Single Business Permits ❖ Liquor licence	❖ Duly filled up application form	❖ As per the Nyeri County Revenue Administration Act, 2014	❖ 20 minutes
Provision of Bus Park Facilities ❖ Taxi and Saloon cars ❖ Station Wagons ❖ Nissan Matatus ❖ Mini-Buses ❖ Buses	❖ Vehicle registration with the County Government ❖ Show proof of ownership	❖ As per the Nyeri County Revenue Administration Act, 2014	❖ Less than 1 hour
❖ Quarry Cess	❖ Pay for every trip	❖ As per the Nyeri County Revenue Administration Act, 2014	❖ 5 minutes
Payment of County dues ❖ Land rates, ❖ Development plans, ❖ House rents, ❖ Market Rents, ❖ Health & Sanitation services, ❖ Agriculture, Livestock, Fisheries ❖ And others	❖ Plot number ❖ Application ❖ House number ❖ Stall number ❖ Comply with health regulation ❖ Apply for services	❖ As per the Nyeri County Revenue Administration Act, 2014	❖ 20Minutes upon application and approval by relevant officer

Provision of Street Parking ❖ Reserved Parking ❖ Daily Parking Annual fees and monthly stickers fees for; ❖ Small vehicles ❖ Lorries/Buses ❖ Trailers	❖ Identify area for approval	❖ As per the Nyeri County Revenue Administration Act, 2014	❖ 7 days before approval by relevant officer:
❖ Public verbal complaints resolution	❖ Report the Complaint	❖ Free	❖ As soon as possible

FEEDBACK

We appreciate, value and welcome feedback by way of compliments and/complaints as these forms the basis of our change management programmes.

Complaints, compliments and suggestions may be delivered through any of the following:-

- 1) Normal visits during office time (8.00 am to 5.00 pm, Monday-Friday),
- 2) Customer suggestion Box available at our office,
- 3) Writing to any of the following officers;

➤ **Chief Officer –Finance and Accounting Services**

P.O. Box 1112-10100,
Nyeri

➤ **Director of Revenue**

P.O. Box 1112-10100,
Nyeri

Email Address: revenue@nyeri.go.ke

➤ **Respective Sub-County Revenue Office**

Or report to the office that handles Public complaints located at Block C 3rd floor room no. 224B or to;

County Secretary

County Government of Nyeri-Town Hall
Second Floor
P.O. Box 1112-10100
Nyeri.
Tel. 061-2030700
Email-nyeri.go.ke

The Commission Secretary/Chief

Executive Officer
Commission of Administrative Justice,
2nd Floor West End Towers, Waiyaki Way
P.O. Box 20414-00200
Nairobi.
Tel- +254(0) 20 2270000/2303000
Email; complain@ombusman.go.ke