



**REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NYERI**

**DEPARTMENT OF WATER, IRRIGATION, ENVIRONMENT AND CLIMATE
CHANGE**

CITIZEN SERVICE DELIVERY CHARTER

The Ministry 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

VISION

Sustainable access to quality Safe and adequate water in a clean secure climate resilient environment.

MISSION

To promote, conserve protect and enhance climate resilient environment and improve access to water for sustainable development.

MKATABA WA UTOAJI WA HUDUMA KWA RAIA

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 MA RAIA

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

No.	Service	Customer Need	Charges	Timelines
	Huduma	Mahitaji Ya Wateja	Malipo	Muda
	Motungata	Mabatara Ma Andu Aitu	Marihi	Ihinda
1	Provision of information	Request or visit County Water Office Headquarters at Maji House Nyeri, Baden Powell Road, Or Sub-county Offices	Free	Visit – 15 minutes Visit our offices from Monday- Friday 8:00AM- 4:00PM anytime.

	Send request for information letter to P.O. Box 1112-10100 Nyeri		Mailed request – up to 7 working days
	Send request for information to County Water department e-mail address cowaternyeri@yahoo.com		E-mail – 1 working day.
	Visit county Government of Nyeri Website at www.nyeri.go.ke		Any time
Utoaji/Upokezi wa habari/kushughulikia masuala,	Toa ombi au tembelea ofisi kuu ya maji ya kaunti katika Nyumba ya halmashauri ya Maji ya Tana au Ofisi za Kaunti Ndogo	Bila malipo	Tembelea ofisi dakika - 15 Tembelea ofisi zetu kutoka jumatatu hadi ijumaa 8:00AM-4:00PM wakati wowote
	Tuma barua kwa Sanduku la Posta 1112 – 10100 Nyeri		Hadi siku saba kutoka barua kufika ofisini.
	Au Tuma barua pepe kupitia cowaternyeri@yahoo.com		Muda halisi-siku moja ya kazi kutoka barua ifike ofisini
	Tembelea mtandao wa kaunti www.nyeri.go.ke		Wakati wowote
Uheani wa mohoro kuri andu aria marena motungata	Uria utungata kana wikinyie obici-ini nene cia mai iria ikoragwo barabaraini ya Baden Powel Nyeri, kana cia Sub-county	Gutiri marihi	Gutumikirwo ni Ndagika ikumi na ithano. No ucere kuuma jumatatu okinya wetano kwanjia thaa igiri cia rucini kinya thaa ikumi cia hwaini.
	Tuma marua ukihuthira ithanduku ria posta P.o Box 1112-10100,Nyeri		Ihinda ria marua ni thiiku mugwanja.
	Kana utume marua na rurenda rwa cowaternyeri@yahoo.com		Rurenda-ini ni thiiku imwe

		kana ucere rurenda ini rua thirikari ya kaunti ya Nyeri www.nyeri.go.ke		
2	Prompt services to visiting clients (Access to quality services)	Visit our offices and seek a service as per the need	Free	30 Minutes
	Huduma za haraka kwa wateja (Utoaji wa huduma bora)	Tembelea ofisi zetu na uulize huduma	Bila malipo	Dakika 30
	Motungata mega ma naihenya kuri aikari a Nyeri	Cerera wabici cia maai na uurie utungata	Gutiri marihi	Dagika mirongo itatu
3	Provide information/ advisory/ Technical services on water Environment and Climate Change, sector reforms/Devolved Functions	Request as per the need	Free	30 Minutes
	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	Dakika 30
	Kuheana/gutaara utungata-ini wa maai na utheru na uria kurathii guchenjetie mwenaine wa maai, maaria maturigicirie na uchenjea wa riera	Kuruta mawoni/utungata	Gutiri marihi	Dagika mirongo itatu
4	Complaints Handling	Raise complaint by filling in a complaint form, make normal correspondence as per the complaint, to be captured in complaints Register.	Free	Within 24hrs from date of receipt Appeal all cases – 24hrs
	Kushughulikia malalamishi	Mlalamishi kujaza fomu, Malalamishi kunakiliwa kwa sajili, na malalamishi kufuatiliwa na Afisa mhusika.	Bila malipo	Hadi Saa 24
	Kurumbuia mateta	Kurehe mateta kuihuria fomu, kuadika ibuku-ini ria mateta , na mateta kuru mirirwo ni wabici.	Gutiri marihi	Mathaa mirongo iri na mana kuuma gutwaara mateta maku wabici. Gucokia mateta ni mathaa mirongo iri na mana.
5	Processing Payments to suppliers/Contractors/ 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 indo namo na ma gwitia mbeba na marua ma kandarathi mena muhuri na kirore	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:

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

Kujitolea kwa cheo na ubora katika utoaji wa Huduma

Huduma zisizoambatana na viwango vilivyotajwa hapo juu ama afisa ambaye hajitoleyi kutoa huduma bora wakati wote kwa ajili ya wateja ili kuwaridisha watafute usaididzi kutoka kwa;

Afisa Mtendaji Mkuu

Maji,Unyunyiziaji, Mazingira na Mabandiliko ya Hali ya Hewa
Maji House,Barabara ya Boden Powell
Sanduku la Posta 1112-10100, Nyeri

Mtandao: cowaternyeri@yahoo.Com

Kwirutira wega kuri uheani wa utungata .

Utungata utaringaine na ikiro iria iri hau iguru kana abithaa uria utaraheana motungata mega mahinda moothe kuri abatari no umenyithie.

Obithaa Munene

Mai, Urimi wa Mai, Maria ma Turigiciirie na Uchenjia wa Riera
Barabaraini ya Boden Powel
Ithanduku ria marua ni 1112-10100 Nyeri

Rurenda : Cowaternyeri@yahoo.com