



REPUBLIC OF KENYA

COUNTY GOVERNMENT OF NYERI



DEPARTMENT OF FINANCE, ECONOMIC PLANNING AND ICT SERVICES

SERVICE CHARTER

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 status 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

DEPARTMENT/U NIT	SERVICES RENDERED	REQUIREMENTS FROM THE CLIENT/CUSTOMER	USER CHARGES	TIMELINES	
Revenue Directorate	<ul style="list-style-type: none"> • Issuance of licence • Single Business Permits • Liquor licence 	<ul style="list-style-type: none"> • Duly filled up application form 	As per the Nyeri County Revenue Administration Act, 2014	20 minutes	
	<ul style="list-style-type: none"> • Provision of Bus Park Facilities • Taxi and Saloon cars • Station Wagons • Nissan Matatus • Mini-Buses • Buses 	<ul style="list-style-type: none"> • Vehicle registration with the County Government • Show proof of ownership 	As per the Nyeri County Revenue Administration Act, 2014	Less than 1 hour	
	<ul style="list-style-type: none"> • Quarry Cess 	<ul style="list-style-type: none"> • Pay for every trip 	As per the Nyeri County Revenue Administration Act, 2014	5 minutes	
	<ul style="list-style-type: none"> • Payment of County dues • Land rates • House rents • Market Rents • Health & Sanitation services • Agriculture, Livestock, Fisheries • And others 	<ul style="list-style-type: none"> • Plot number • House number • Stall number 	As per the Nyeri County Revenue Administration Act, 2014	20 Minutes upon application	
	<ul style="list-style-type: none"> • Provision of Street Parking • Reserved Parking • Daily Parking Annual fees and Monthly stickers fees for • -Small vehicles • -Lorries/Buses • -Trailers 	<ul style="list-style-type: none"> • Identify area for approval 	As per the Nyeri County Revenue Administration Act, 2014	7 days Immediately Immediately Immediately	
Procurement Directorate	<ul style="list-style-type: none"> • Procurement of Goods, works and Services 	<ul style="list-style-type: none"> • Participate in a tendering process through the prescribed methods of procurement 	Raising quotations as per the stipulated thresholds	Free	Within 7 days
			Open tenders as per stipulated thresholds	Free	Advertisement within 14days, evaluation within 30days after tender opening

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			Review of evaluation report	Free	Review should be done at a minimum of 3 days
			Award of contract/ LPO/LSO	Free	1 Day
			Award communication	Free	A minimum of 7 days before signing a contract
			Contract Signing	Free	14 days after award communication
			Continuous registration of suppliers	Free	Quarterly-90days
			AGPO suppliers registration	Free	Continuous
Finance and Accounting	Supplier Definition in IFMIS	<ul style="list-style-type: none"> • Certificate of Incorporation/ Business Registration Certificate, Pin Certificate, Valid Tax Compliance Certificate 	Free	3 Days	
	Supplier Definition in IFMIS (Staff)	<ul style="list-style-type: none"> • Pay slip, Bank Account Details and Identity Card 	Free	1 Day	
	Copy of Payment Voucher for Certification by the Bank	<ul style="list-style-type: none"> • Identity Card 	Free	10 Minutes	
	RTGS Request	<ul style="list-style-type: none"> • Identity Card 	Free		
	Letter of Recommendation	<ul style="list-style-type: none"> • Engagement Letter 	Free	1 DAY	
	Payment of Salaries	<ul style="list-style-type: none"> • Payroll Schedules 	Free	By 30 th of every Month	
	Approval of Requisitions	<ul style="list-style-type: none"> • Requisition form 	Free	2 days	

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	Examinations of Payment Documents: <ul style="list-style-type: none">• Supplier• Employees:	<ul style="list-style-type: none">• Payment vouchers supported by Duly authorized LPO, Invoice, S13, Quotations, Contract Documents, Certificates• Duly Signed and coded Imprest warrant and Budget, Travel Tickets, certificate, Duly Authorized invitation Letter	Free	5 Days
	Payment of goods and services	<ul style="list-style-type: none">• Attachments and approval of relevant documents	Free	Monthly
Economic Planning, Budgeting, Monitoring and Evaluation	Preparation of the Development Planning Documents (CIDP and ADP)	<ul style="list-style-type: none">• Participation by giving inputs through various channels	Free	As per the PFM Act, 2012
	Preparation of the County Budgets	<ul style="list-style-type: none">• Participation by giving inputs through various channels	Free	As per the PFM Act, 2012
	Preparation, publicizing the Quarterly and Annual Budget and Project implementation reports	<ul style="list-style-type: none">• Provide feedback on Government's performance through various channels	Free	As per the PFM Act, 2012
Internal Audit Directorate	Provide reasonable assurance that risk management control and governance systems are functioning.	<ul style="list-style-type: none">• Receipt of necessary/relevant information Organization current priority risk framework plans.	Free	21 Days
	Conducting core IT internal audits, computer controls, information security, pre & post implementation reviews -Network audits	<ul style="list-style-type: none">• Policies, procedures, laws and regulations governing.• Total employees, total assets, Scope of operations	Free	14 Days
	Reviewing the proposed business continuity and disaster recovery plans for design, completeness contingent plans	<ul style="list-style-type: none">• Policies, procedures, plans hard drives, templates, offline storage devices /receipt of relevant documentation	Free	14 Days
	Conducting compliance audits for independent assessment of compliance with relevant acts/regulations Policies and Procedures Regulator applicable rules and regulations.	<ul style="list-style-type: none">• Compliant Information /documentation• statutory and regulatory documents related to the• Guidelines, schedules, policies Procedures in place	Free	21 Days

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	Consulting services <ul style="list-style-type: none"> performance metric reviews strategic initiative reviews Value for money audits Benefit realization on implemented projects. 	<ul style="list-style-type: none"> Information handling documents, budgets, plans requested Organization strategic plan 	Free	14 Days
	Evaluating effectiveness of fraud management framework <ul style="list-style-type: none"> providing ethics training sessions Monitoring whistle blowing instances Carrying out suspected fraud investigation Ascertaining root cause analysis Proposing control improvements and recommendations 	<ul style="list-style-type: none"> Receipt of notification 	Free	21 Days
	Governance reports <ul style="list-style-type: none"> Risk management issues Internal control deficiencies identification Recommendations for efficient and effective performance. 	<ul style="list-style-type: none"> Receipt of relevant documentation, control Risk management plans, policies, procedures sector/departmental budgets, detailed schedules 	Free	14 Days
	Accountability <ul style="list-style-type: none"> supporting the county to achieve its objectives provide capacity building for county entities by developing curriculum, training materials Advising members of CEC and chief officers on emerging issues in control environment 	<ul style="list-style-type: none"> All accountable documents, statements of accounts, payment vouchers, bank statements 	Free	14 Days
	Preparation and submission of routine and special audit reports to other government agencies	<ul style="list-style-type: none"> Timely delivery of relevant and clearly requested information 	Free	-7 Days -on needs basis
	Resolution of public complains	<ul style="list-style-type: none"> Timely request Provide adequate and accurate information 	Free	Personal visits/phone calls immediate on need basis
	Respond to general inquiries by the public	<ul style="list-style-type: none"> Timely request provide adequate and accurate information 	Free	Personal visits/phone calls immediate
Directorate of ICT	Handling clients at ICT support desk.	Nil	Free	Within three (3)

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				minutes of arrival
	Receiving telephone Calls.	Nil	Free	Call to be picked by the 3rd ring
	Carrying out routine Correspondence.	Nil	Free	Replied within seven (7) days from the date of receipt
	Carrying out technical correspondence for support.	Routine checks and user request	Free	Acknowledged immediately upon receipt. Replied to within Five (5) days from the date of receipt or enquiry.
	Updating of existing software.	Routine plan and user request	Free	Within two (2) days.
	Carrying out both hardware and software maintenance.	Routine and Formal request	Free	A maximum of 3 days for diagnosis and 7 days for feedback on progress
	Conducting user Trainings.	Routine and Formal request	Free	Within one (1) month after request
	Providing attachment/ internship and apprenticeship.	Formal request	Free	One month from application date
	Developing policy	On demand	Free	As need arises

DEPARTMENT/U NIT	SERVICES RENDERED	REQUIREMENTS FROM THE CLIENT/CUSTOMER	USER CHARGES	TIMELINES
	legislations, guidelines for implementation of ICT sector.			
	Managing Internet down time.	As need arises	Free	Report to the ISP immediately and do follow up. Aim to restore service within maximum of 2 hours.
	Managing LAN and WLAN downtime.	As need arises	Free	Start the troubleshooting immediately the LANs go down and restore Hours
	Updating Content on Departmental Webpage	As need arises, through written communication	Free	Within 2 working days
	Uploading of Content to county Website	As need arises through written communication	Free	Immediately request is received.
	Issuance of Specifications for acquisition of new Hardware and Software	As need arises	Free	Hardware: immediately upon receiving request. Software: 1 day
Contacts: County Executive Committee Member/ Head of the County Treasury Governor's Office/County Headquarters, P.O. Box 1112-10100 Nyeri				
For any complaint and comments please report to the office that handle Public complains located at Block c 3rd floor room no. 224B or to				
For Further Enquiry Contact:		OR		
County Secretary				

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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		