



OFFICE OF THE GOVERNOR AND THE COUNTY SECRETARY



CITIZEN'S SERVICE DELIVERY CHARTER

Vision Statement	Mission statement	Core Values
A lead in public administration and public service management.	To create and sustain governance structures that provide an enabling environment for socioeconomic growth through job creation, empowerment and quality service delivery to citizens.	- Development –(<i>Ukuria</i>) - Accountability –(<i>Uigiririki</i>) - Transparency –(<i>Waragania</i>)

S/ No	Services offered/Delivered	Requirement/ Obligation of Customer	Users Charges	Timeline
1.	Attending to walk-in customers	None	Free	5 minutes
2.	Facilitate public participation in County governance	-Formal Request -Public attendance	Free	Within 10 working days
3.	Facilitate Civic Education in County governance	-Formal Request -Public attendance	Free	Within 10 working days
4.	Coordination of county departments in the implementation of policies.	A formal request from a department	Free	Within a day
5.	Coordination of the cooperation between the county government and partners	Formal request	Free	Within 5 working days
6.	Dissemination of information to the citizens	Access through appropriate channels	Free	One (1) day
7.	Responding to requests for information	Formal request	Free	Within 3 working days
8.	Liquor Licensing	-Formal request -Attached necessary documents e.g. approved public health doc.	As per the Finance Act	90 days
9.	Handling of complaints	Written/oral complaint	Free	One day
For any complaints and comments please report to the office of the COUNTY SECRETARY COUNTY GOVERNMENT OF NYERI-TOWN HALL 2nd FLOOR P.O BOX 1112-10100 NYERI TEL: 061-203 00 700 Email: nyeri.go.ke				

The Commission Secretary /Chief Executive Officer Commission of Administrative Justice [Office of the Ombudsman] 2nd Floor West End Towers, Waiyaki Way. P.O Box 20414 -00200 Nairobi, Tel: - +254(0) 202 270 000 /23 3000 Email: -complain@ombudsman.go.ke

Huduma Bora, Ni Haki Yako