



THE COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF COUNTY PUBLIC SERVICE AND SOLID WASTE MANAGEMENT

CUSTOMER SERVICE CHARTER

County Vision

A wealthy County with healthy and secure people for shared prosperity.

County Mission

To create, enhance and sustain an environment that unlocks potential of the people of Nyeri to achieve progressive socio-economic growth by running an open and inclusive Government.

Core Values

- **Patriotism** - Our devotion to the county and its aspirations will be manifested in what we say and what we do.
- **Innovativeness** – We nurture and support creativity and the development of new ideas, products, and processes in delivery of services.
- **Teamwork** - We deliberately work together, collaboratively and across sectors to deliver services to the citizens of Nyeri and win their approval.
- **Integrity** - We are open, honest, trustworthy, and transparent in always dealing with all our stakeholders and especially the citizenry.
- **Inclusivity** – We are committed to provide equal access to opportunities and resources to all citizens.
- **Accountability** – We honour our commitments to our stakeholders by doing what we say we will do.

No	Service Provided	Requirement from Client/Customer	Charges	Timeline
1.	Receive incoming calls	Clarity and courtesy	No Charges	3-7 Minutes
2	Attend to visitors on arrival	Clarity and Courtesy	No Charges	Within 10 Minutes
3	Response to correspondence	Clear and well addressed correspondence	No Charges	Within 4 days
4.	Responding to complaints	Lodging the complaint in writing either through letter or email	No Charges	Upon completion of the investigations
COUNTY PUBLIC SERVICE MANAGEMENT				
5	Approving of a loan facility	Loan application form from a bank	No Charges	10 minutes
6.	Issuing of Payslip for loan approval	ID Number, Payroll number	No Charges	5 minutes
7.	Processing of County Payroll and forwarding of the By-Products	IPPD update and Staff Returns	No Charges	Every 10 th of the month
8.	Issuing of the Last Pay Certificate	Approval from the relevant authority Duly signed Clearance certificate	No Charges	5 minutes
9.	Requesting and Obtaining Personal numbers for newly recruited employees	Appointment letter and Submission of the relevant documents (i.e. Copy of the ID, Birth Certificate, certificates)	No Charges	Approx. 1 month
10.	Reactivation of Personal numbers for newly recruited employees	Appointment letter and Submission of the relevant documents (i.e. Passport Size Photo, Last Pay Certificate, Clearance from Previous Employer, Copy of the ID, Birth Certificate, certificates)	No Charges	Approx. 1 month
11.	Obtaining a medical insurance card for eligible employees	Filled application form, attaching the required documents	No Charges	Approx. 1 month
12.	Facilitating claiming of final dues	Burial Permit and Death Certificate, Police Abstract, Letter from the Administration and /or Doctors Report.	No Charges	1 day
13.	Industrial Attachment	- Individual letter requesting for attachment - Letter from the school authenticating the applicant as a student - Personal Insurance Cover	No Charges	10 days
14.	Leave Administration	Duly filled Leave application forms	No Charges	5-10 minutes
15.	Incorporating the newly recruited into the payroll	After signing of the offer of appointment and producing the relevant Documents (i.e. Passport Size Photo, Last Pay Certificate, Clearance from Previous Employer, Copy of the ID, Birth Certificate, certificates)	No Charges	Approx. 1 month
16.	Confirmation of the newly recruited officer into Permanent Terms	Approval from the CPSB after completion of the required probation period	No Charges	Within 1 day

No	Service Provided	Requirement from Client/Customer	Charges	Timeline
17.	Convening of County Human Resource Advisory Committee meetings	Departments matters	No Charges	Once a month
SOLID WASTE MANAGEMENT				
18.	Issuance of Authority to Private waste providers	Dully filled application form and proof of payment of requisite fee	As provided for by County Finance Act	Two days
19.	Waste management Services	Proof of payment of refuse charge	As provided for by County Finance Act	Immediately
20.	Payments for goods and services supplied to the Department	Delivery of goods and services as per the specifications	As per the contract	As per the contract period
21.	Civic Education on best waste management practices	Participation	Free	Continuous
22.	Dissemination of policy issues in waste management	Stakeholders/public participation	Free	Immediately
23.	Enforcement of Sustainable Solid Waste Management Act and other waste legislation	Reporting and proper documentation	Free	Within 5 working days of incidence reporting
HANDLING COMPLAINTS i. Record all complaints ii. Acknowledge receipt of complaint iii. Launch an investigation that lasts for 5 to 21 working days iv. Give a response on the results and act upon them immediately Complaints are mainly used in monitoring and evaluation process and annual self-assessment programme. We guarantee that all information will be treated with utmost confidentiality. Complaints may be made through.				
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