



**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 |
| <b>COUNTY PUBLIC SERVICE MANAGEMENT</b> |                                                                         |                                                                                                                                                                                                                    |            |                                       |
| 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 <sup>th</sup> of the month   |
| 8.                                      | Issuing of the Last Pay Certificate                                     | Approval from the relevant authority<br>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<br>- Letter from the school authenticating the applicant as a student<br>- 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                                 |
| <b>SOLID WASTE MANAGEMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                      |                                                                                              |                                                                                                                                                                                                                                                                              |                                              |
| 18.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Issuance of Authority for private garbage collection and disposal                                                                                                                                                                    | Request letter for garbage collection/transportation/tipping<br>Upon payment of required fee | No Charges                                                                                                                                                                                                                                                                   | One day                                      |
| 19.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Collection of garbage                                                                                                                                                                                                                | Receipt of garbage collection bill                                                           | No Charges                                                                                                                                                                                                                                                                   | Immediately                                  |
| 20.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Emptying of skip bins                                                                                                                                                                                                                | Verbal or telephone intimation                                                               | No Charges                                                                                                                                                                                                                                                                   | 1 working day after receiving the intimation |
| 21.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Clearance of garbage, rubbish etc. from footpath, streets and public roadways                                                                                                                                                        | Verbal or telephone intimation                                                               | No Charges                                                                                                                                                                                                                                                                   | 1 working day after receiving the intimation |
| 22.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Clearance of carcass from footpath/roads/open land etc.                                                                                                                                                                              | Verbal or telephone intimation                                                               | No Charges                                                                                                                                                                                                                                                                   | 12 working hours                             |
| 23.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Clearance of carcass from private premises                                                                                                                                                                                           | Application on plain paper                                                                   | As provided by county finance act                                                                                                                                                                                                                                            | 12 working hours on submission of fees       |
| 24.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Allowing disposal of construction wastes                                                                                                                                                                                             | Application on plain paper                                                                   | As provided by county finance act                                                                                                                                                                                                                                            | 3 working days on submission of fees         |
| <b>HANDLING COMPLAINTS</b><br>i. Record all complaints<br>ii. Acknowledge receipt of complaint<br>iii. Launch an investigation that lasts for 5 to 21 working days<br>iv. Give a response on the results and act upon them immediately<br>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. |                                                                                                                                                                                                                                      |                                                                                              |                                                                                                                                                                                                                                                                              |                                              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>THE DIRECTOR</b><br><b>HUMAN RESOURCE MANAGEMENT BLOCK 'C', 2<sup>ND</sup> FLOOR,</b><br><b>P. O. BOX 1112 – 10100 NYERI</b><br>Email: <a href="mailto:humanresourcedirectorate@gmail.com">humanresourcedirectorate@gmail.com</a> |                                                                                              | <b>THE CHIEF OFFICER</b><br><b>DEPARTMENT OF COUNTY PUBLIC SERVICE MANAGEMENT</b><br><b>BLOCK 'C', GROUND FLOOR, ROOM NO. 24</b><br><b>P. O. BOX 1112 – 10100 NYERI</b><br>Email: <a href="mailto:humanresourcedirectorate@gmail.com">humanresourcedirectorate@gmail.com</a> |                                              |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>THE DIRECTOR</b><br><b>DEPARTMENT OF SOLID WASTE MANAGEMENT BLOCK C, 3<sup>RD</sup> FLOOR</b><br><b>P. O. BOX 1112-10100 NYERI</b><br>Email: <a href="mailto:coenvironment19@gmail.com">coenvironment19@gmail.com</a>             |                                                                                              | <b>THE CHIEF OFFICER</b><br><b>DEPARTMENT OF SOLID WASTE MANAGEMENT BLOCK C, 3<sup>RD</sup> FLOOR</b><br><b>P.O BOX 1112-10100 NYERI</b><br>Email: <a href="mailto:coenvironment19@gmail.com">coenvironment19@gmail.com</a>                                                  |                                              |