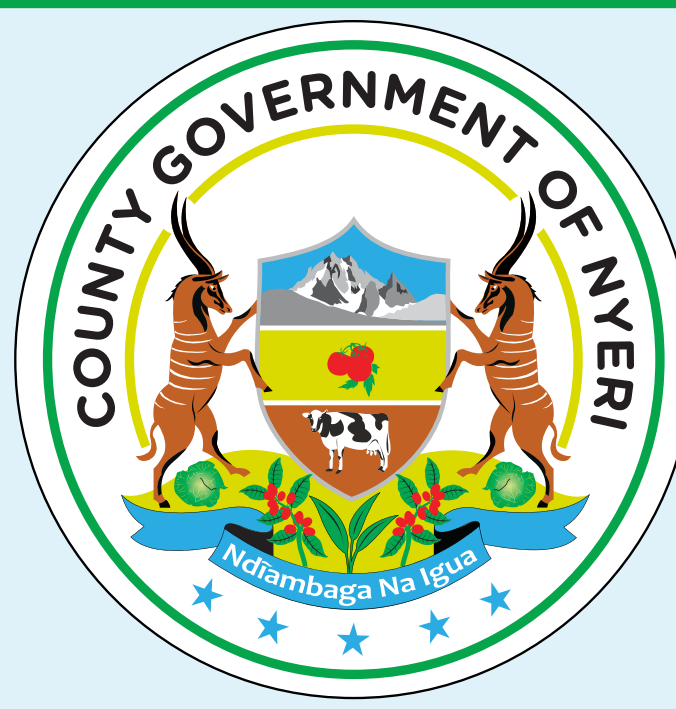
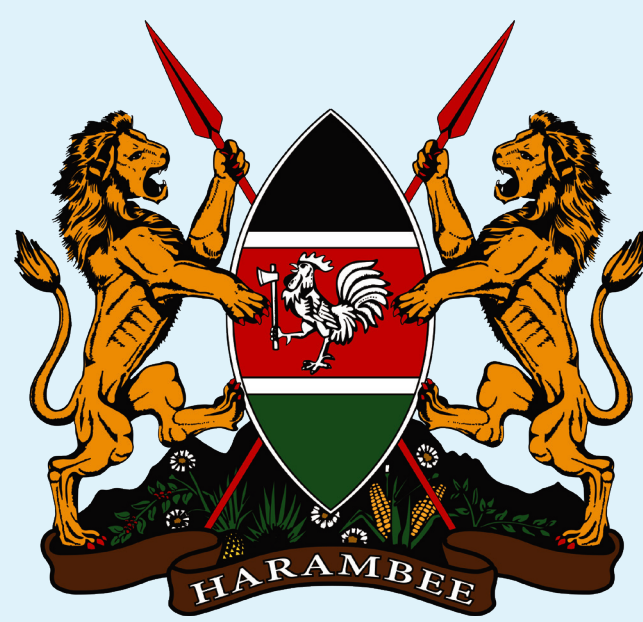




REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NYERI
DEPARTMENT OF WATER, ENVIRONMENT AND CLIMATE CHANGE

CITIZEN'S SERVICE DELIVERY CHARTER

The Department of Water, 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

To be a leading County Department in the management and conservation of water, environment, and climate change, fostering a resilient and sustainable future for all.

MISSION

To be a leading County Department in the management and conservation of water, environment, and climate change, fostering a resilient and sustainable future for all.

OUR MANDATE

1. Water Management

- Provision of safe and reliable water supply services
- Regulation of water use and allocation to ensure sustainability
- Promotion of water conservation and efficiency measures

2. Environmental Protection

- Enforcement of environmental regulations and standards
- Monitoring and assessment of environmental quality
- Conservation of natural habitats and biodiversity
- Sustainable Management of County/community Forests
- Promotion of on-farm Forestry

3. Climate Change Mitigation and Adaptation

- Development of climate change mitigation strategies and action plans
- Implementation of adaptation measures to enhance resilience to climate impacts
- Public education and awareness campaigns on climate change mitigation and adaptation

No	Service(s) Offered	Customer's Responsibility/ Requirements	Charges	Responsible Office/Staff	Timelines
GENERAL SERVICES					
"#	Responding to visitors' complaints and correspondences	Registration on the Complaint Register	Free	Any staff on duty to record and forward accordingly	Response within 7 days
\$#!	Responding to Telephone requests for information	Registration on the telephone register	Free	The staff addressed	7days
%#	Communicating policy issue/change	Policy Document	Free	Section Heads	Immediate
&#	Payment for goods and services supplied to the Department	Delivery of goods or services as per the specifications	As per contract	Accounts/ Finance in charge	As per the Contract period
' !	Dissemination and Sensitization on Relevant Legal, Policy and Regulatory Frame works	Compliance	Free	Sub-county Heads	Continuous
(#)	Monitoring and evaluation of projects	Monthly progress reports	Free	M&E Officer	Continuous
DIRECTORATE OF WATER AND IRRIGATION SERVICES					
"!	Provision of technical extension services on Water & Irrigation,	Formal Request for extension service needed	Free	Director/Water/Irrigation Officer in charge	Within 10 days
\$!	Guidance on Feasibility study, survey, design and approval of project proposals	Concurrence	Free	Director/Water/Irrigation Officer in charge	4 weeks
%	Procurement for implementation of project	Compliance	Free	Procurement Officer	6 weeks
&#	Implementation, supervision and quality control of Water project	Compliance & cooperation	Free	Supervision team	15 weeks
DIRECTORATE OF ENVIRONMENT AND NATURAL RESOURCES					
"#	Enforcement of environmental and Forestry Compliance	Reporting and proper documentation	Free	Director/Authorized officers	Within 5 days after incidence reporting
\$#	Provision of Technical Environmental and Forestry extension Services	Formal Request for extension service needed	Free	Director/Environmental Officer/Forester in charge	Within 10 days
%	Issuance & approval of tree felling forms	Formal request for the service	Free	Director/Environmental Officer/Forester in charge	Within 2 days
&	Issuance of Noise permits/Licenses	Dully filled Application form	Free	Director/Authorized officer	1 day
DIRECTORATE OF CLIMATE CHANGE					
!"	Capacity building and awareness creation on Climate Change	Stakeholder engagement and Public Participation	Free	Director/Climate Change Officer	Continuous on need basis
\$!	Response to Climate Change (Mitigation adaptation and Resilience)	Implementation of Climate Response projects	Free	Director/CCU	continuous

"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, Environment and Climate Change
Maji House, Baden Powell Road,
P.O. Box 1112 – 10100, Nyeri
E-Mail: cowaternyeri@yahoo.Com
www.nyeri.go.ke

The CECM

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P.O. Box 1112 – 10100, Nyeri
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