



REPUBLIC OF KENYA COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF FINANCE AND ECONOMIC PLANNING 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
- Integrity
- Innovativeness
- Accountability
- Team Work

CUSTOMER SERVICE DELIVERY CHARTER

NYERI COUNTY IS COMMITTED TO TIMELY, EFFICIENT AND EFFECTIVE SERVICE DELIVERY

DEPT./ UNIT	SERVICES RENDERED	REQUIREMENTS FROM THE CLIENT/CUSTOMER	USER CHARGES	TIMELINES
Revenue Directorate	• Issuance of licence • Single Business Permits • Liquor licence	• Duty filled up application form	As per the Nyeri County Revenue Administration Act, 2014	20 minutes
	• Provision of Bus Park Facilities • Taxi and Saloon cars • Station Wagons • Nissan Helios • Mini-Buses • Buses	• Vehicle registration with the County Government • Show proof of ownership	As per the Nyeri County Revenue Administration Act, 2014	Less than 1 hour
	• Quarry Cess	• Pay for every trip	As per the Nyeri County Revenue Administration Act, 2014	5 minutes
	• Payment of County dues • Land rates • House rents • Market Rents • Health & Sanitation services • Agriculture, Livestock, Fisheries • And others	• Plot number • House number • Stall number	As per the Nyeri County Revenue Administration Act, 2014	20 Minutes upon application
	• Provision of Street Parking • Reserved Parking • Daily Parking Annual fees and Monthly stickers fees for • Small vehicles • Lorries/Buses • Trailers	• Identify area for approval	As per the Nyeri County Revenue Administration Act, 2014	7 days immediately immediately immediately immediately
Procurement Directorate	• Procurement of Goods, works and Services • 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
		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
Finance and Accounting	• Supplier Definition in IFMS • Supplier Definition in IFMS (Staff) • Copy of Payment Voucher for Certification by the Bank • RTGS Request • Letter of Recommendation • Payment of Salaries • Approval of Requisitions • Examinations of Payment Documents: • Supplier • Employees	Continuous registration of suppliers	Free	Quarterly 90days
		AGPO suppliers registration	Free	Continuous
		• Certificate of Incorporation/ Business Registration Certificate, Pin Certificate, Valid Tax Compliance Certificate	Free	3 Days
		• Pay slip, Bank Account Details and Identity Card	Free	1 Day
		• Identity Card	Free	10 Minutes
		• Identity Card	Free	10 Minutes
		• Engagement Letter	Free	1 Day
		• Payroll Schedules	Free	By 30th of every Month
		• Requisition form	Free	2 Days
		• 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
Economic Planning, Budgeting, Monitoring and Evaluation	• Payment of goods and services	• Attachments and approval of relevant documents	Free	Monthly
	• Preparation of the Development Planning Documents (CIDP and ADP)	• Participation by giving inputs through various channels	Free	As per the PPM Act, 2012
Internal Audit Directorate	• Preparation of the County Budgets	• Participation by giving inputs through various channels	Free	As per the PPM Act, 2012
	• Preparation, publicizing the Quarterly and Annual Budget and Project Implementation reports	• Provide feedback on Government's performance through various channels	Free	As per the PPM Act, 2012
	• Provide reasonable assurance that risk management control and governance systems are functioning.	• 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	• 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.	• 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.	• Compliant information /documentation • Statutory and regulatory documents related to the Guidelines, schedules, policies Procedures in place	Free	21 Days
	Consulting services • performance metric reviews • strategic initiative reviews • Value for money audits • Benefit realization on implemented projects.	• Information handling documents, budgets, plans requested • Organization strategic plan	Free	14 Days
	Evaluating effectiveness of fraud management framework • providing ethics training sessions • Monitoring whistle blowing instances • Carrying out suspected fraud investigation • Ascertain root cause analysis • Proposing control improvements and recommendations	• Receipt of notification	Free	21 Days
	Governance reports • Risk management issues • Internal control deficiencies identification • Recommendations for efficient and effective performance.	• Receipt of relevant documentation, control Risk management plans, policies, procedures sector/departmental budgets, detailed schedules	Free	14 Days
	Accountability • 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. Preparation and submission of routine and special audit reports to other government agencies	• All accountable documents, • statements of accounts, • payment vouchers, bank statements • Timely delivery of relevant and clearly requested information	Free Free	14 Days - 7 Days - on needs basis
	Resolution of public complains	• Timely request • Provide adequate and accurate information	Free	Personal visits/phone calls immediate on need basis
	Respond to general inquiries by the public	• Timely request • provide adequate and accurate information	Free	Personal visits/phone calls immediate

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:
County Secretary
County Government of Nyeri-Town Hall
Second Floor
P.O. Box 1112-10100
Nyeri.

Tel: 061-2030700
Email: nyeri.go.ke

OR
The Commission Secretary/Chief Executive Officer
Commission of Administrative Justice,

2nd Floor West End Towers, Waiyaki Way
P.O. Box 20414-00200
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Tel: +254(0) 20 2270000/2303000
Email: complain@ombudsman.go.ke