



DEPARTMENT OF DEVOLUTION, PUBLIC PARTICIPATION, COUNTY ADMINISTRATION & SPECIAL PROGRAMS

CITIZEN’S SERVICE DELIVERY CHARTER

OUR VISION

To be a center of excellence in coordination and management of devolution agenda

OUR MISSION

To provide leadership, coordination and policy direction in the management of devolution and devolved service delivery for high quality of life

OUR CORE VALUES

- Integrity
- Transparency and Accountability
- Inclusivity
- Equity and fairness
- Patriotism
- Responsiveness
- Hard work, creativity and innovation

We commit Ourselves to render the following Services

DIRECTORATE OF COUNTY ADMINISTRATION AND ENFORCEMENT SERVICES				
S.No	Service rendered	Client obligations	Service charges/cost	Timelines
1.	Coordination of Government functions and programs	cooperation	Free	Continuous
2.	Public/community mobilization	Reporting, availing accurate information	Free	5 working days/as per set schedule
3.	Contractor clearance- organize PMC meetings, stamp the minutes and coordinate the process of clearance	a) Formal timely request b) Presentation of required documents (PMC minutes, technical team report)	Free	30 minutes

4.	Provision of Government information to citizenry	Approach county administration and make enquiry	Free	Immediately
5.	Conflict resolution/arbitration	Provide relevant accurate information/evidence	Free	14 working days depending on complexity of the complaint
6.	Coordination/formation of PMC, Sustainability and development committees	a) Cooperation b) Timely request by the relevant departments. Avail relevant documents like B.O.Qs. project plans and work plans etc.	Free	1 day
7.	Issuance, vetting of bursary and Tetheka forms	Avail filled bursary forms	Free	3 working days
8.	Sensitization on Government policies	Attendance and participation	Free	Continuous
9.	Project inspection and monitoring	Availability of PMC, technical officers and relevant department	Free	1 hour
10.	VIP coverage	Notification from relevant department	Free	As per need
11.	Maintaining law and order in public events	Compliance, cooperate, written request application, prior notification of 24 hours	Free	As per need
12.	Enforcing county laws	Cooperation	Free	On spot/continuous
13.	Protection of Government installations and properties	Notification from relevant department	Free	Immediately
DIRECTORATE OF PUBLIC PARTICIPATION AND CIVIC EDUCATION				
1.	PMC & PSC Election and training	Presence of community member Meets qualifications in PMC/PSC Guidelines	Free	2 hours
2.	Civic engagement programs	Community availability	Free	3 hours
3.	Holding and facilitation public participation activities/forums	Community availability and participation	Free	3 hours
4.	Development committees election and training	Presence and meets chapter 6 and election guidelines	Free	2 hours
5.	Linking non state actors and Governmental organizations with the community	a) Willingness of the stakeholder b) Community able to identify their needs and projects	Free	1 hour
DIRECTORATE OF SPECIAL PROGRAMS, DISASTER MANAGEMENT AND EMERGENCY SERVICES				
1.	Fire and emergency response	Distress call (s)/ reporting of an emergency	Free	Response time is 0.6 minutes per kilometer covered to the scene of incidence from the nearest fire station
2.	Search and rescue/ evacuation of victims from emergency situations like retrieval of	Distress call (s)/ reporting of an emergency	Free	Within 2 days

	drowned bodies			
3.	Disaster risk sensitization/awareness & community fire safety trainings (to the general community)	Written application/ Own initiative	Free	Within 7 days of application
4.	Fire safety lectures, drills to organized groups/ business community/institutions	Written application	As specified in the current year finance bill	Within 7 days of application
5.	Fire safety inspections	Written application	As specified in the current year finance bill	Within 7 days of application
6.	Issuance of Fire safety compliance certificate	Written application	As specified in the current year finance bill	24hours upon compliance of set guidelines
7.	Issuance of a Fire report after emergencies	Written application	As specified in the current year finance bill	Within 5 days of application
8.	Coordination of Special Programmes initiatives like disaster/emergency relief, disaster rehabilitation and reconstruction	a) Written application b) Cooperation and citizenry participation	Free	2 weeks after approval by the County Emergency committee
DIRECTORATE OF ALCOHOLIC DRINKS CONTROL				
1.	Application of liquor license	Filling Application form	1,000.00	21 Days
2.	Inspection of Liquor Premises	Filled Application form	Free	21 Days
3.	Award of Liquor Licenses	Being Inspected	Free	7 Days
4.	Enforcement and Compliance of Liquor Revenues	Compliance of Alcoholic Drinks Control Act	Free	Continuous
5.	General control	Cooperation	Free	Continuous
6.	Psychosocial Education	Drug/substance Addicts Attendance	NIL	Continous
Office Hours: Monday-Friday Morning 0800-1300 hours, Lunch Break 1300-1400 hours, Afternoon 1400-1700 hours Except for Fire and emergency response which is on 24 hours				

Any service that does not conform to the above standards should be reported to:

The County Secretary,
Government of Makueni County,
P.O. Box 78, 90300, Makueni.
Tel: 020-2477000/0780717885
E-mail: county.secretary@makueni.go.ke
Website: www.makueni.go.ke

Chief Officer
Department of Devolution, Public
Participation, County Administration &
Special Programs
Government of Makueni County,
E-mail: co.devolution@makueni.go.ke
Contact: 020-2034944