



THE COUNTY TREASURY



CITIZEN SERVICE CHARTER

Vision

To be an institution of excellence in management of public finances and economic affairs for high quality of life

Mission

To facilitate county socio economic transformational agenda through offering effective coordination in public finance management and economic policy formulation and tracking of results

We are committed to ensuring that we provide quality services to our customers with high level professionalism, dignity, integrity and courtesy.

	SERVICES RENDERED/DELIVERED	REQUIREMENTS	USER CHARGES	TIMELINES
1.	General Enquiries	None	Nil	5 min
2.	Issuance of single business permit	KRA Pin, certificate of incorporation, national identification, dully filled and approved application form, evidence of clearance of all land based revenues.	As per County Finance Act	1 day
3.	Retrieving of copies county documents e.g duplicate permits	Letter from requestor	As per County Finance Act	2 days
4.	Resolution of complaints	Letter by complainant	Nil	7 days
5.	Issuance of Alcoholic drinks license	Compliance report from the inspection committee, evidence of payment, other statutory requirements	As per Finance Act	7 days
6.	Processing of payments	Approved payment request	Nil	14 days
7.	Disbursement of funds to boards and agencies	Approved guidelines and budgets, approved requisitions	Nil	14 days
8.	Provision of financial reports	Written request	As per Finance Act	1 day
9.	Registering of suppliers	Application by supplier with relevant documentation	Nil	14 days
10.	Registration for AGPO	Relevant documentation	Nil	7 days
11.	Notification of awards	Contact address provide	Nil	1 day
12.	Publication of all awarded contracts	Awarded contracts	Nil	14 days
13.	Advisory services on procurement issues	Information by the requestor	Nil	1 day
14.	Provision of statutory budget documents; CFSP, CBROP , Budget implementation report, Debt strategy paper	Written request	Nil	1 day
15.	Provision of development plans and policies CIDP, ADP , Sectoral plans	Written request	Nil	1 day
16.	Provision of information for decision making-CSA, Ward profiles and C-APR	Written request	Nil	1 day

WAUNI WA KWIKA NESA NA ULUNGALU-PASSION TO SERVE WITH INTEGRITY

OFFICIAL AND VISITING HOURS:

Visiting hours are: 9.00 a.m. - 12. Noon and 2.00p.m. - 4.00 p.m.

REDRESS MECHANISM

In the event that service delivery does not measure to your expectations, kindly send your complaints, comments and suggestions to:

The county treasury customer care desk, Treasury complaints/compliments box and : feedback@countytresury.makueni.go.ke

