



**GOVERNMENT OF MAKUENI COUNTY  
THE COUNTY TREASURY**

**VISION**

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

**MISSION**

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

**CITIZEN SERVICE DELIVERY CHARTER**

	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 County 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 County 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

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

**OFFICIAL AND VISITING HOURS (MONDAY - FRIDAY)**  
9.00AM – 12 Noon and 2.00PM – 4.00PM

**Redress Mechanism for Redress, Feedback, Suggestions, Comments and Concerns:**

<p>The County Treasury P.O.BOX, 78 - 90300, Makueni Tel: 0720-426 674 feedback.treasury@makueni.go.ke</p>	<p>The County Treasury Customer Care Desk Treasury Complaints/ Compliments Box</p>	<p>Office of the County Secretary P.O.BOX, 78 - 90300, Makueni Tel: 020-2034944 county.secretary@makueni.go.ke</p>
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*'Wamni wa Kwika nesa na Ufungaji'*