



REPUBLIC OF KENYA
COUNTY GOVERNMENT OF NAKURU
DEPARTMENT OF WATER, ENVIRONMENT, ENERGY, CLIMATE
CHANGE & NATURAL RESOURCES



CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICES RENDERED	CLIENT REQUIREMENT	CHARGES	TIMELINE
1	Enquiries	-Voluntary Visit or Telephone Call -Response On Enquires	Nil	5Minutes
	Complaints Handling& Feedback	-Resolution of The Complaints	Nil	7 Days
2	Management Of Correspondence	Acknowledgement Of Correspondence	Nil	1 Working Day
3.	Solid Waste Management	-Compliance to The Rules & Standards -Goodwill - Public Private Partnership	As per Nakuru County Finance Act	Continuous
4.	Enforcement Of Environmental Policies, Standard And Regulations	-Adherence to The Regulations, Compliance & Standards Provided. -Collaboration	Varying	Continuous
5.	Pollution Control, Public Nuisance, Air, Land, Water Noise And Excessive Vibrations	-Compliance to Waste Management Act 2021 -Application For Noise Pollution Control Permit	Varying	Continuous
6.	Natural Resource Management, Control And Protection	-Protection of Riparian & Riverine Fragile Ecosystem. -Restoration of Degraded Land -Collaboration	Varying	Continuous
7.	Management of County Recreation Facilities	-Access to Public Compliance & Sustainable Utilization	Free	Continuous

		-Access for Commercial Purpose -Compliance & Sustainable Utilization	As per Nakuru County Finance Act	1 Week
8.	Promotion of Climate Change Mitigation, Adaption and Resilient Actions	-Participate in Climate Actions -Advocacy/Awareness Creation	Nil	Continuous
9.	Environment Education and Awareness	-Good Will -Capacity Exchange - Public Private Partnership	Nil	Continuous
10.	Energy, Planning, Development And Regulation	-Adoption of Clean Energy Solutions -Partnering On Clean Energy Solutions ,Innovation& Technology	Nil	Continuous
11.	Offer Advice On Environmental Social Impact Assessment Related Matters	-Obtain ESIA Reviewed Report.	Varying Kshs.5000 Per Report	14 Days
		-Information Sharing & Oversight On Implementation .	Nil	1hr Upon Request
12.	Water Quality Analysis	Biological Analysis	2000	14 Days
		Full Chemical Analysis	5000	14 Days
		Waste water Analysis	5000	14 Days
13.	Waste Water Collection Treatment and Disposal	- Public Private Partnership -Quality Services On Delegated Programs -Disclosure And Accountability	Refer To The Relevant Water Service Providers (WSPS) Service Charter.	
14.	Water Resources And Sewerage Services Policy Management	-Partnership -Data and Information Dissemination -Policy Guidelines	Varying	Continuous
		-Approval Of Permits.	Varying	2 Weeks Upon Request

15.	Procurement Process	-Pre-Qualification -Tendering -Evaluation	Nil	45 Days
		-Notifications		
		-Contract Signing	Nil	14days After Notification of Award
		-Site Handing Over.	Nil	7 Days After Signing of Contract
		-Project Inspection	Nil	Continuous
		-Issuance Of Completion Certificate	Nil	1 Week Upon Request
		-Process Of Payment	Nil	4 Weeks

WE ARE COMMITTED TO EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to excellence in Service Delivery should be reported to:

County Executive Committee Member
(CECM)

Department of Water, Environment,
Energy, Climate Change & Natural
Resources

P.O BOX 2870-20100 NAKURU

Tel: (051)2214142

Email: info.env@nakuru.go.Ke.

The commission Secretary/Chief Executive
Officer,

Commission on Administrative Justice,
2nd floor, West End Towers, Waiyaki way,
Nairobi.

P.O. BOX 20414-00200 Nairobi

Tel: +254(0)20 2270000/2303000

Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO