



SERIKALI YA KATA YA KITUI

FEDHA, MIPANGO YA UCHUMI & USIMAMIZI WA MAPATO

| Maono Yetu | Dhamira Yetu | Maadili Yetu |
|--|--|--|
| Kuwa Wazara ya Kaunti ambayo imeanzisha upanaji bora wa kiuchumi na usimamizi na uhdhiti bora wa kifedha nchini Kenya. | Kukua na kuweka kitiasisi utamaduni wa mipango madhubuti ya kiuchumi na usimamizi mkeni wa fedha kupitia upanaji, uhamasishaji wa rasilimali na hatua za uhdhiti ili kufikia matumizi bora na yenye ufanshi ya rasilimali. | <ul style="list-style-type: none"> Utaliamu Uadilifu Kazi ya pamoja Uwajibikaji Uwazi Haki na usawa Ufanisi na ufansisi |

| No. | Huduma | Wajibu/ Mahitaji | Malipo | Kawaida | Idara/sehemu inayowajibika |
|-----|---|---|-------------------------------------|--|----------------------------|
| 1. | Malipo ya wasambazaji wetu | Hati zilizozaga mitano kama vile barua ya tuati, barua ya kukubalika, makubaliano ya mitabaka, LQ/LQ/2, antara , hali ya mizaji, nipi ya wasambazaji, ripoti za kamaaji ya kukubalika/ku ukaguzi, maadili ya mwanambao (Dumu Ujuzi/Barua) | NIL | Nidari ya siku 15 na kati baada ya kuzipata hali | Fedha |
| 2. | Malipo ya mshahara ya walayitayikani | Kupitia wacha za mshahara zilizohitajiwa kutoka kwa Mwenye wa mshahara kabla ya tarehe 20 kila mwaka | NIL | Fedha kutambukwa kwa taraji hakiwa (Mipango tarehe 28 ya kila mwaka) | Fedha |
| 3. | Uchukwaji wa maomwi ya kutuzwa kodi | Fomu ya maadil (Nyamamba) ipasanyo na kibali cha kutuzwa | NIL | Nidari ya siku 10 za kati | Fedha |
| 4. | Ushahidhi wa ripoti za fedha | Shughuli za kifedha zilizohitajiwa ipasanyo | NIL | Wali 1 kabla ya mahitaji ya kisherhi | Fedha |
| 5. | Kujinga Umesa wa Mashirika ya Kaunti kuhusu maadili ya fedha | Kupitia orodi kutoka kwa Shirika la Kaunti | NIL | Kuambidha | Fedha |
| 6. | Mandabiti ya Karantai ya Ukimwazi wa Madar | Kupitia madariti na athari ambazo hazigajijana kutoka kwa Mashirika yote ya Matumizi ya Kaunti | NIL | Kuambidha | Mipango ya Kiuchumi |
| 7. | Uhamasishaji wa Mipango ya Bajeti/Wakazi | Kwa mjiwili kwa Mwanada na Shiria ya Matumizi (Mkuria ipasanyo kwa kutungana na kufedha ya bajeti kabla Shiria ya USM 2012) | NIL | Agosti 31 ya kila mwaka | Mipango ya Kiuchumi |
| 8. | Mandabiti ya Mipango wa Maendeleo wa Mweka (MCP) | Mipango ya kati ya kila mwaka wa Wazara mwanawake | NIL | Septemba 1 ya kila mwaka | Mipango ya Kiuchumi |
| 9. | Majaji ya Bajeti ya Kaunti na Karantai ya Mwanada (MWD) | Vyauzabali vyama kutoka kwa vyombo vya matumizi, bajeti ya awali, mawasilisho ya maadili kwa kaunti kutungana na mipango, majaji ya matumizi ya matumizi ya matumizi (yaliyohitajiwa zaidi na matabaka ya matumizi) ya mweka kutambukwa hali jure na mwenye ya matumizi | NIL | Septemba 30 ya kila mwaka | Mipango ya Kiuchumi |
| 10. | Karantai ya Mwakazi ya Kaunti ya Fedha (CFP) | Vyauzabali vyama kutoka kwa vyombo vya matumizi, bajeti ya awali, mawasilisho ya maadili kwa kaunti kutungana na mipango, majaji ya matumizi ya matumizi ya matumizi | NIL | Februari 28 | Mipango ya Kiuchumi |
| 11. | Makadirio ya Mweka/Bajeti kutungana na Mipango (M) | Bajeti zilizohitajiwa/PDS kutoka kwa vyombo vya matumizi (CFP inayozungua upanaji nda mwingi wa makadirio ya kila mwaka) | NIL | April 30 ya kila mwaka | Mipango ya Kiuchumi |
| 12. | Mwanada wa Shiria ya Ujuzi | Mandabiti ya kila mwaka yaliyohitajiwa | NIL | Juni 30 ya kila mwaka | Mipango ya Kiuchumi |
| 13. | Machapisho ya Mipango ya Maendeleo ya Kata | Ta mipango/nyamamba za maendeleo baada ya orodi la majaji (CFP, KUZ, Mipango Mkatiri na.) | Kwa mjiwili wa Shiria ya Fedha (M) | Kabla la siku - 10 mwa haliwa/nyamamba - 20 mwa | Mipango ya Kiuchumi |
| 14. | Tathmini/ Data za Kaunti Zilizowake | Ushahidhi wa tathmini za kaunti juu ya orodi la waji | NIL | Nidari ya siku 3 | Mipango ya Kiuchumi |
| 15. | Huduma ya Uhdhiti | Kwa orodi la Tatu la maendeleo majaji | NIL | Rudhi | Uhdhiti |
| 16. | Mandabiti ya Ripoti za Ukaguzi | Kwa orodi la mita yaliyohitajiwa kwa maendabiti | NIL | Nidari ya dakika 10 | Mipango |
| 17. | Uhasajaji wa mapato | Vitabu vya utababuzi za usambazaji na vyeti | Chapisho na MWD ya MWD ya Fedha (M) | Kabla la siku 10 ya kila mwaka kwa MWD/nyamamba/kuambuka | Mipango |
| 18. | Mandabiti ya taarifa za Mapato | Kumpitisha orodi na kuhitaji | NIL | Kabla la siku 10 ya kila mwaka kwa MWD/nyamamba/kuambuka | Mipango |
| 19. | Uhdhiti na Ujuzi wa kibali cha Mta Mwenye | Fomu na wambabuzi yaliyozaga mitano kama vile mita za malipo | Kwa mjiwili wa Shiria ya Fedha (M) | Nidari ya dakika 30 | Mipango |
| 20. | Malipo ya hali | Nidari ya hali za mahitaji /tathmini za bashari antara | Kwa mjiwili wa Shiria ya Fedha (M) | Nidari ya dakika 5 | Mipango |
| 21. | Uhdhiti wa Mwanada | Nambari ya utambukwa wa bashara, nambari ya njama, hali nyimbo yote yaliyohitajiwa | Kwa mjiwili wa Shiria ya Fedha (M) | Nidari ya siku 1 | Mipango |
| 22. | Uhdhiti wa taarifa ya mahitaji antara | Nambari/Nambari za Bashara na Jina, hali/maadili mwenye yote yaliyohitajiwa | Bure | Nidari ya dakika 3 | Mipango |
| 23. | Uhdhiti wa taarifa ya mwanenye yote mali | Nambari ya njama na jina | Bure | Nidari ya dakika 3 | Mipango |
| 24. | Mandabiti madariti ya njama na kuambuka kutoka kutuzwa | Nambari ya njama, Mtabaka wa uhdhiti, hali zingine zilizohitajiwa kutoka kwa idara ya ardhi | Kwa mjiwili wa Shiria ya Fedha (M) | Nidari ya siku 1 | Mipango |
| 25. | Tathmini za bashara | Amara ya awali la bashara/taarifa la SDP | Bure | Nidari ya siku 5 | Mipango |
| 26. | Ushahidhi wa hali / uhdhiti | Nambari ya utambukwa wa bashara | Kwa mjiwili wa Shiria ya Fedha (M) | Nidari ya siku | Mipango |
| 27. | Kuchukua kutoka kwa waji kutambukwa juu ya maadili ya mapato | Makadirio ya mita yaliyozaga | Bure | Nidari ya siku 7 | Mipango |
| 28. | Uhdhiti wa Shiria ya Fedha/ Nyamamba Nyimbo za kuhitaji | Kwa orodi | Kwa mjiwili wa Shiria ya Fedha (M) | Nidari ya siku 1 | Mipango |
| 29. | Mipango Jumuishi wa Uhdhiti | Mahitaji ya Kibara | Nil | Agosti 31 | Uhdhiti |
| 30. | Ripoti ya Mtaa Sita kuhusu AGO (Dipkani) wa Pata ya Serikali na wamaweka, vijana na wata wote ulimwengu | Mahitaji ya Kibara | Nil | 14 Januari na 14 Julai | Uhdhiti |
| 31. | Uhdhiti wa Nukuu kwa Wamwanambaji | Ordi Zilizohitajiwa ipasanyo kutoka kwa Kifaa Mawali. Mba huduma kutana ama amshiriki | Nil | Nidari ya siku 3 | Uhdhiti |
| 32. | Uhdhiti wa UPO/SDC | Ripoti ya Tathmini Bithika waki ipasanyo, Pata ya Mawali yaliyozaga waki na kutambukwa ipasanyo Barua ya Tatu | Nil | Nidari ya siku 3 baada ya mchakato wa utumizi kutambukwa | Uhdhiti |

Our service standards

Our customers will be attended to in a professional and courteous way. Calls will be answered at all times and emails will be responded to during official working hours of 8.00 Am-5.00 Pm.

How to make a complaint

Where it is possible, we will deal with complaints immediately. If you are not satisfied with our response, you shall raise your concerns formally in writing to:





COUNTY GOVERNMENT OF KITUI

FINANCE, ECONOMIC PLANNING & REVENUE MANAGEMENT

CITIZEN SERVICE DELIVERY CHARTER

| VISION | MISSION | CORE VALUES |
|---|---|---|
| To be a County Ministry that has institutionalized the soundest economic planning and most prudent financial management and control in Kenya. | To promote and institutionalize a culture of sound economic planning and prudent financial management through planning, resource mobilization and control measures to achieve effective and efficient resource utilization. | <ul style="list-style-type: none"> • Professionalism • Integrity • Teamwork • Accountability • Transparency • Fairness and equity • Efficiency and effectiveness |

| No. | Service(S) Rendered | Client Obligation(S) / Requirement(S) | Charges | Standard | Responsible department/section |
|-----|---|--|--|--|--------------------------------|
| 1. | Payment of our suppliers | Supporting documents such as letter of award, acceptance letter, contract agreement, LQ/LOP, invoices, credit note, supplier's return, engagements/engagement committee report, supplier letters (Taka form) | NIL | Within 15 working days up on receipt of payment vouchers | Finance |
| 2. | Payment of staff salary | Receipt of duly authorized salary vouchers from the payroll Manager by 20th every month | NIL | Within 15 working days | Finance |
| 3. | Payment of retirement benefits. (This is not within our mandate as we have transferred the custody of pension plan to a custodian (ICDP and Safaris)) | Duly approved and signed clearance form | NIL | Within 14 days | Finance |
| 4. | Processing of Impired requests | Duly signed claim form and impired warrant | NIL | Within 15 working days | Finance |
| 5. | Production of financial reports | Duly processed financial transactions | NIL | 1 week before statutory requirement | Finance |
| 6. | Release of funds to spending entities | Receipt of updated financial reports from the applicant | NIL | Within 5 days | Finance |
| 7. | Compliance with budgetary limits | Duly complied financial regulations, policies and laws | NIL | Continuous | Finance |
| 8. | Guarantidng or Custody of County Assets | Updated Asset register from the all the County procuring Entities | NIL | Continuous | Finance |
| 9. | Capacity Building of County Entities on financial matters | Receipt of request from the County Entity | NIL | Continuous | Finance |
| 10. | Monitoring Financial Performance of County Entities | Financial Information and records | NIL | Continuous | Finance |
| 11. | Preparation of the Cash Management Paper | Receipt of outstanding debts and commitments from all County Spending Entities | NIL | Continuous | Finance |
| 12. | Preparation of County Consolidated Cash flow statement | Receipt of Cash flow statements from each County spending Entity | NIL | By 15th June each financial year | Finance |
| 13. | Dispatch of Budget Guidelines (Circular) | In accordance with Appropriation Bill (there should be as per the budget calendar in PFM Act 2012) | NIL | 31st August of every year | Economic Planning |
| 14. | Preparation of Annual Development Plan (ADP) | Ministerial annual work plans duly submitted | NIL | 1st September of every year | Economic Planning |
| 15. | Preparation of Annual Development Plan (ADP) County Budget Review and Outlook Paper (CBROP) | Broad priorities from spending entities, preliminary budget; county entities submissions as per guidelines; spending entities expenditure review | NIL | 30th September of every year | Economic Planning |
| 16. | County Fiscal Strategy Paper (CFSP) | Broad priorities from spending entities, preliminary budget; county entities submissions as per guidelines; spending entities expenditure review | NIL | 28th February | Economic Planning |
| 17. | Annual Financial/Program based Budget (PBB) | Ministerial budgets/PBB from spending entities (CFSP which guides the allocations in the basis of the annual estimates) | NIL | 30th April of every year | Economic Planning |
| 18. | Appropriation Bill | Approved annual estimates | NIL | 30th June of every year | Economic Planning |
| 19. | County Development Planning Publications | Clear development plans/documents upon request by clients (CDR, VUGI, Strategic Plan etc.) | As per the prevailing Finance Act | Soft copy – 10 min hard copy – 30 min | Economic Planning |
| 20. | Updated County Statistical Data | Production of County statistics up on request by clients | NIL | Within 3 days | Economic Planning |
| 21. | Advisory Service | On request or Occurrence of new developments | NIL | Realtime | Audit |
| 22. | Development of an Audit Plan | On request by an authorized person in writing | NIL | Within 10 Minutes | Audit |
| 23. | Preparation of Audit Reports | On request by an authorized person in writing | NIL | Within 10 Minutes | Audit |
| 24. | Collection of revenue | Accountable receipt books and certificates | As per Approved Finance Bill and related | Continuous | Revenue |
| 25. | Preparation of Revenue reports | Compliance with legal framework | NIL | Before or on 10th day of every month for previous Month/Period | Revenue |
| 26. | Issuance and Renewal of Single permit | Daily filed forms and attachments such as payment receipts | As per prevailing Finance Act | Within 30min | Revenue |
| 27. | Payment of a bill | Bill or demand notice / assessment of business/invoice | As per prevailing Finance Act | Within 5 minutes | Revenue |
| 28. | Issuance of a Bill | Business identity number, Plot number, Any other required document | As per prevailing Finance Act | Within 5 minutes | Revenue |
| 29. | Issuance of demand notices/invoice | PO/Business number and name, Any other required document/information | Free | Within 3 minutes | Revenue |
| 30. | Issuance of a statement for property rates | Plot number and name | Free | Within 3 minutes | Revenue |
| 31. | Capturing plot details and updating in the system | Plot number, Transfer agreement, Other required documents from lands department | As per prevailing Finance Act | Within 1 day | Revenue |
| 32. | Assessment of a business | Physical address of the business/duly filled questionnaire SOP | Free | Within 5 days | Revenue |
| 33. | Search of documents/ Certification | Business identity number | As per prevailing Finance Act | Within day | Revenue |
| 34. | SOP and revenue inspection Verification | Written customer complaint | Free | Within 7 days | Revenue |
| 35. | Issuance of Finance Act/Other information materials | On request | As per approved Finance Bill and related | Within 1 day | Revenue |
| 36. | Consolidated Procurement Plan | Statutory Requirement | Nil | 31st August | Procurement |
| 37. | Six Months Report on APW (Access to Government Opportunities) by sector, youth & PWD | Statutory Requirement | Nil | 14th, January & 14th, July | Procurement |
| 38. | Monthly Report on All Contracts Awards | Statutory Requirement | Nil | 14th of every Month | Procurement |
| 39. | Issuance of Quotations to Suppliers | Duly approved Requestion from the Accounting officer. Supplier must be prequalified | Nil | Within 3 days | Procurement |
| 40. | Issuance of LQ/LOP/CDs | Duly signed Evaluation Report, Duly signed and approved professional Opinion, Award Letter | Nil | Within 3 days after the procurement process is completed | Procurement |

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County Executive Committee Member
P.O. Box 33-90200
Tel: 0722782747
Email: planning@kitui.go.ke/ finance@kitui.go.ke



Chief Officer, Finance
P.O. Box 33-90200
Tel: 0722961407
Email: finance@kitui.go.ke



Chief Officer, Economic Planning & Budgeting
P.O. Box 33-90200
Tel: 0728601177
Email: planning@kitui.go.ke