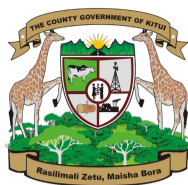


COUNTY GOVERNMENT OF KITUI



COUNTY MINISTRY OF ROADS, PUBLIC WORKS AND TRANSPORT

SERVICE CHARTER

VISION

To be a national leader in provision of devolved services related to Roads, Public Works and Transport

MISSION

To establish effective and efficiently functional structures, systems and synergies towards sustainable infrastructural development on Roads, Public Works and management of Transport.

CORE VALUES

Professionalism

Fairness

Equality and

Team work

| NO | SERVICES/GOODS | REQUIREMENTS | COST | TIMELINE |
|----|--|--|--|---|
| 1 | Responding to complaints and enquires | Filled customer complaints form Email communication Phone call Letters | None | On spot for telephone calls 7 days |
| 2 | Maintaining and hiring out of road machinery and equipment | Dully filled application forms available at the Sub-County offices and HQ | Approved rate as per each equipment | Subject to availability and full settlement of hiring charge provided |
| 3 | Routine maintenance of County roads | Condition survey done continuously including drifts, roads, culverts, cause ways, tunnels bridge and storm drainage. | Various | Continuous as need arises |
| 4 | Laboratory (Material Section) | Machine/ Equipments Samples | As per sample costing rate in each test | 2 days to 28 days |
| 5 | Provision of appropriate building technologies (ABTs) | Application from groups Approval of application Procurement of relevant material Training of groups | Transport and cost to site | Depends on funding |
| 6 | Issuance of Occupation Certificate | Health and Safety site inspection report | Kshs. 5,000 per unit | 2 days |
| 7 | Approval of Architectural and Structural Drawings | Building plans/ drawings Site plan Certified copy of ownership documents Architect's/ Engineer's valid certificates | 1.5 Sq. foot of floor – minimum of Kshs. 7,500 | 10 days |
| 8 | Preparation of Bills of Quantities | Bills of Quantities Quantity Surveyor's Valid Certificates | 1.5 sq.foot of floor – minimum of Kshs. 7,500 | 10 days |

In cases where service delivery is perceived to be inefficient and ineffective kindly contact;

THE CHIEF OFFICERS

Roads and Public Works OR Transport and Boda Boda , Hospital Road, Next To KAFOCA Hotels and Directly Opposite IEBC Kitui Central Constituency Office,
P.O. Box 33 – 90200 Kitui | Tel 0722520201, 0705550699 E-mail: chief-officer@kitui.go.ke

OR

THE COMMISSION SECRETARY

The Commission on Administrative Justice (CAJ) 2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way - Westlands

P.O. Box 20414 – 00200 NAIROBI. | Tel +254-20-2270000/2303000/2603765/2441211/8030666 Toll Free Line 0800 221 349 SMS Short Code 15700 (Safaricom Subscribers Only)

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