



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF TRADE, TOURISM, INDUSTRIALIZATION & COOPERATIVE DEVELOPMENT
CITIZEN SERVICE DELIVERY CHARTER

Preamble:	The Department of Trade, Tourism, Energy, Industrialization and Cooperative Development is committed to the provision of excellent quality and timely services to all its clients and stakeholders with total dedication in all the areas of its mandate.
Vision statement:	A diversified, vibrant and globally competitive economy with a sustainable and equitable development
Mission statement:	To create an enabling environment for fair trade practices, marketing, tourism development and diverse innovative investments
Values:	Our corporate culture is based on our core values, behavioural qualities and beliefs of: <i>People centrist and customer focus; Integrity and transparency; professionalism and impartiality; teamwork and consultation; Innovativeness, dynamism and excellence; quality customer service, and competence and discipline</i>
Core functions:	<ol style="list-style-type: none"> 1. Supports trade development, 2. Promotes retail and wholesale markets, 3. Develops micro, small and medium enterprises (MSMEs), 4. Develops, coordinates and implements county tourism plans, programs and projects, 5. Raises awareness of communities about conservation of tourism attractions, 6. Markets the county as the best tourism destination, 7. Builds capacity of cooperative societies, 8. Monitors and audits cooperative societies, 9. Verifies and inspects weighing and measuring equipment, 10. Enhances fair trade practises and consumer protection.

Citizen's Obligations	Citizen Service Guarantee & Service Standards
Citizens are required to: <ol style="list-style-type: none"> 1. Make applications and fill requisite documents, 2. Be willing to pay where costs are applicable, 3. Provide accurate information, 4. Cooperate with our staff for better service delivery, 5. Request for services, 6. Provide feedback on county services, 7. Observe laid down regulations, procedures and policies. 	We are committed to the following service provision standards: <ol style="list-style-type: none"> 1. Provision of accurate and relevant information, 2. Transparency and accountability, 3. Professionalism and effective communication, 4. Customer service and customer care, 5. High integrity and honesty, 6. Timely response, 7. Courteous reception and provision of quality services, 8. Privacy and confidentiality.

Citizen Service Charter Matrix

No.	Service Offered	Citizen Requirement	Cost	Time
1	Park entry at Rimoi National Reserve	✓ Citizen national ID/passport ✓ Student ID	Kshs. 50 (pupils) – Kshs 100 (Students) Kshs 250 (Adult residents)	5 – 10 min

			Kshs. 2,000 (non-residents)	
2	Game excursions (camping and game drives)	<ul style="list-style-type: none"> ✓ Inquiries and reservations at park entrances or from county tourism office ✓ Compliance with all applicable conditions 	Kshs. 75 – Kshs. 2,000	30 min
3	Support assessment for compensation through county wildlife compensation committee	<ul style="list-style-type: none"> ✓ Formal reports on wildlife damage to KWS and county tourism office ✓ Compensation claims forms ✓ Provision of all supporting documents 	Free	30 days after committee sitting
4	Registration of cooperative societies	<ul style="list-style-type: none"> ✓ Application form ✓ Economic appraisal report ✓ Copy of by-laws 	Kshs. 3,500.00	60 days
5	Auditing of society accounts	<ul style="list-style-type: none"> ✓ Financial statements of the society ✓ Formal request to audit accounts 	10% of audit fee	5 days
6	Approval to operate back office savings activities - BOSA	<ul style="list-style-type: none"> ✓ Application in prescribed format ✓ Members resolutions to operate BOSA ✓ Copy of audited accounts for last 3 years ✓ Feasibility study 	Free	5 days
7	Processing of loans	<ul style="list-style-type: none"> ✓ Timely return of duly completed forms ✓ Prompt charging of securities once notified of approval ✓ Compliance with terms and conditions of the loan facility ✓ Prompt discharge and release of securities once the loan has been cleared 	Free	120 days
8	Trade exhibition	<ul style="list-style-type: none"> ✓ Cooperation of participants ✓ Provision of exhibits ✓ Payment of exhibition fee and other expenses communicated 	As per exhibition program	60 days
9	Inspection and Verification of weight and measuring equipment	<ul style="list-style-type: none"> ✓ Submission of weighing and measuring instruments to weights and measures office or designated stamping station 	Kshs.40 – Kshs. 1,000 depending on instrument type	2 hours
10	Calibration of weight and measuring equipment	<ul style="list-style-type: none"> ✓ Submission of the weighing and measuring instruments to weights and measures office or stamping station 	Free	1 hour
11	Business counseling and advisory services	<ul style="list-style-type: none"> ✓ Formal request 	Free	14 days
12	Market survey and market intelligence services	<ul style="list-style-type: none"> ✓ Formal request 	Free	30 days
13	Dissemination of business information	<ul style="list-style-type: none"> ✓ Formal request ✓ Participation of citizens in barazas and other public forums 	Free	Routinely
14	Business development & business consultancy	<ul style="list-style-type: none"> ✓ Formal request 	As agreed	Routinely

Feedback corner

Any service that does not conform to standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should immediately be reported to

The Chief Officer,
Department of Trade, Tourism, Energy, Industrialization and Cooperative Development
Elgeyo Marakwet County,
County Treasury Building
P.O. Box 220,
ITEN

Website: www.elgeyomarakwet.go.ke

Office hours: 8am- 5pm (Monday – Friday)

Alternatively, you can contact our Complaints Handling Committee:

Tel: [+254 734 220 220](tel:+254734220220)

Email: emcounty2013@gmail.com

Physical Address: Governor's Office Building, Iten, Marakwet Road

Postal Address: P.O. Box 220-30700 ITEN

Office Hours: Monday –Friday, 8.00 am – 1.00 pm & 2.00pm – 5.00pm

You can also drop your complaint/suggestion in the suggestion box located at the Office of the Governor

You can also seek redress by filing a complaint with the Commission on Administrative Justice:

The Commission Secretary
Commission on Administrative Justice
West end Towers, 2nd floor
Waiyaki Way -Westlands
P.O. Box 20414-00200
NAIROBI

Email: complain@ombudsman.go.ke

The fees/charges indicated in this Citizen Service Charter have been extracted from the Elgeyo Marakwet County Finance Act 2015.





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CITIZEN SERVICE DELIVERY CHARTER

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A diversified, vibrant and globally competitive economy with a sustainable and equitable development

Mission statement

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Values espoused

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