



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF FINANCE & ECONOMIC PLANNING
CITIZEN SERVICE DELIVERY CHARTER

Preamble:	<p>The Department of Finance and Economic Planning has six directorates namely: the Accounting Services, Audit, Procurement, Revenue, Economic Planning and Budget.</p> <p>The department is committed to providing effective and efficient services to the residents, clients and development stakeholders of Elgeyo Marakwet County.</p>
Vision statement:	A leading sector in public finance management, economic policy formulation and coordination of development
Mission statement:	The department is committed to providing overall leadership and policy direction in resource mobilization, management and accountability for quality public service delivery
Values:	<i>Professional integrity, commitment to service, results and impact, teamwork, participation of all stakeholders, transparency and accountability, effective and efficient service delivery</i>
Core functions:	<ol style="list-style-type: none"> 1. Advises the county government on all county public financial accounting and management, 2. Oversees the implementation of approved accounting standards, policies and concepts to ensure compliance, 3. Mobilizes resources to enhance the resource base for the county government, 4. Advices on policy formulation strategies, 5. Establishes risk-based audit plans consistent with county objectives, 6. Ensures maintenance of high audit standards, 7. Issues guidelines on the budget process to be followed by all county government entities, 8. Advises the county on budget management and assists in assessment of the potential risk involved in new and existing budget policies, 9. Manages county revenue functions on a daily basis, Develops and implements plans to enhance efficient revenue collection and growth, 11. Coordinates supply chain services in the county through provision of administrative guidelines on implementation and interpretation of public procurement acts, 12. Develops and implements consolidated county annual procurement plans, 13. Disseminates information and policies.

Citizen's Obligations	Citizen Service Guarantee & Service Standards
<p>All citizens are required to:</p> <ol style="list-style-type: none"> 1. Provide the department with accurate and timely information for any assistance or action to be taken, 2. Deliver items in the right quantity, quality, specifications and prices quoted within the stipulated time, 3. Provide all necessary documents to facilitate payment, 	<p>We are committed to the following service provision standards:</p> <ol style="list-style-type: none"> 1. Transparency and accountability in service delivery, 2. Professionalism in performance of duties, 3. Integrity and ethics by having a work environment free of corruption, 4. Accurate information disseminated on a timely basis, 5. Dignity and respect in service delivery to citizens,

<p>4. Direct all queries written or otherwise provided to the appropriate officer(s) ,</p> <p>5. Avoid exerting undue influence or extending favours to county personnel for delivery of services,</p> <p>6. Report any cases of corruption and malpractice touching on county personnel,</p> <p>7. Treat county personnel with respect and dignity,</p> <p>8. Demand high quality service,</p> <p>9. Provide a conducive environment for implementation of planned projects and programs,</p> <p>10. Give feedback on performance, quality of services and customer satisfaction by the county.</p>	<p>6. Timely provision of information at the resource centre.</p>
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Citizen Service Charter Matrix				
No.	Service Offered	Citizen Requirement	Cost	Time
1	Preparation of the County Finance bill	✓ Participation in public forums	Free	By 30 th September
2	Collection of Revenue	✓ Available goods and services	As per Finance Act	Continuous
3	Dissemination of economic planning policies and information	✓ Citizens cooperation ✓ Feedback from the citizens	Free	14 days
4	Response to technical and professional queries	✓ Making requests/ queries	Free	5 days
5	Prequalification of suppliers	✓ Apply using the standard prequalification document ✓ Meet all set prequalification conditions	Free from website or Kshs. 1,000 per set of document if purchased from office	60 days after advertising
6	Bidding/Processing of tenders	✓ Tender application as per category ✓ Meet all set conditions	Free from website or Kshs. 1,000 per set of document if purchased from office	Between 10 and 60 days
7	Issuing tender award letters	✓ Application meeting financial and technical criteria ✓ Compliance with the Public Procurement and Asset Disposal Act ✓ Meeting all set conditions	Free from website or Kshs. 1,000 per set of document if purchased from office	Within 30 days after opening of tenders
8	Preferential tendering for the youth, women and persons with disabilities	✓ Tender application for consideration under this category ✓ Meeting all set conditions	Free from website or Kshs. 1,000 per set of document if purchased from office	Between 10 and 60 days
9	Disposal of obsolete and unserviceable items/equipment	✓ Expression of interest ✓ Meet all the disposal criteria	Free from website or Kshs. 1,000 per set of	Within 90 days after identification

			document if purchased from office	
10	Budget preparation and consolidation	✓ Citizen participation and feedback	Free	By the 30 th of April
11	Voucher preparation, processing and payment	✓ Duly approved supportive documents	Free	1 day
12	Preparation of the County Fiscal Strategy Paper (CFSP)	✓ Sector Submissionss	Free	By 28 th of February of every year
14	Preparation and dissemination of the annual development plan	✓ Citizen cooperation and feedback	Free	By the 1 st of September
15	Preparation and dissemination of the county budget review and outlook paper	✓ Citizen cooperation and feedback	Free	By 30 th September
16	Preparation and dissemination of fiscal strategy paper	✓ Citizen participation and feedback	Free	By the 28th of February
17	Compilation of county statistics	✓ Citizen cooperation and feedback	Free	Annually

Feedback corner

For any query or concern please contact:

The Chief Officer,
Finance and Economic Planning Department Elgeyo-Marakwet County
Physical Address: County Treasury Building
P.O. Box 220, ITEN
Telephone no. +25423961374 Website: www.elgeyomarakwet.go.ke

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

Alternatively, you can contact our Complaints Handling Committee:

Tel: [+254 734220220](tel:+254734220220)

Email: emcounty2013@gmail.com

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

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

Website: www.elgeyomarakwet.go.ke

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

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





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CITIZEN SERVICE DELIVERY CHARTER

Vision statement

A leading sector in public finance management, economic policy formulation and coordination of development

Mission statement

The department is committed to providing overall leadership and policy direction in resource mobilization, management and accountability for quality public service delivery

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