



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF ROADS, PUBLIC WORKS AND TRANSPORT
CITIZEN SERVICE DELIVERY CHARTER

Preamble:	The Department of Roads, Public Works and Transport plays a critical role in creating an enabling environment for sustainable economic growth and development. The mandate of the department is to facilitate provision and maintenance of basic infrastructural facilities in the county in close liaison with other relevant ministries and departments.
Vision statement:	A world-class provider of cost-effective physical infrastructure
Mission statement:	To provide efficient, affordable and reliable infrastructure through construction, modernization, rehabilitation and effective management of all infrastructure facilities for sustainable socio-economic growth and development
Values:	<i>Professionalism, integrity, commitment and devotion, customer focus, team work and consultation, transparency and accountability, courtesy and respect</i>
Core functions:	<ol style="list-style-type: none">1. Constructs, develops and maintains county roads and road structures,2. Provides basic infrastructure facilities to the public, which include development and maintenance of public buildings and other public works,3. Procures, manages and disposes county motor vehicles, plants and equipment,4. Constructs and maintains public parking areas,5. Controls and manages public transport roads,6. Tests material and advice on usage,7. Formulates policy, research and regulate standards of buildings and other public works,8. Manages storm water systems in built up areas,9. Formulates policy and regulate public transport roads,10. Performs fire-fighting/lighting protection services and disaster management,11. Trains staff (capacity building) on new technologies in their respective work areas.

Citizen's Obligations	Citizen Service Guarantee & Service Standards
<p>Citizens are expected to:</p> <ol style="list-style-type: none">1. Seek advice on technical matters concerning buildings, road works and transport,2. Report any corruption cases by staff,3. Comply with all regulations, instructions and guidelines,4. Request for information and/or services that we offer in a timely manner,5. Treat our staff with courtesy and respect,6. Provide feedback and constructive engagement with staff,7. Avoid corrupt practices,8. Monitor terms and conditions stipulated in contract(s) in order to avoid delays,9. Report adverse incidents such as collapsed bridges, disasters, cases of vandalism on road barriers, signboards, erection of illegal bumps, grazing animals on road reserves etc.	<p>We undertake to provide:</p> <ol style="list-style-type: none">1. Timely and reliable technical advice to customers and stakeholders,2. Utmost respect and courtesy in serving our customers,3. Professionalism and compliance to professional standards and ethics,4. Transparency and accountability,5. Efficient and effective delivery of services,6. Timely response to enquiries and complaints,7. Efficient utilization of resources.

Citizen Service Charter Matrix

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Design of public, residential and commercial buildings	<ul style="list-style-type: none"> ✓ Valid land ownership documents ✓ Purpose of building ✓ Conceptualized structures 	As per the technical drawings and BoQs	30 days
2.	Design of structures including bridges, culverts and footbridges	<ul style="list-style-type: none"> ✓ Give Inputs during budget making process 	Free	Routinely
3.	Drawing and interpretation of designs of buildings and structures	<ul style="list-style-type: none"> ✓ Formal application ✓ Approval fees (public health, public works, physical planning, NEMA etc.) ✓ Compliance with all statutory conditions 	As per prevailing standard rates in each area of concern	30 days
4.	Supervision of on-going construction works such as roads, buildings and structures	<ul style="list-style-type: none"> ✓ Adherence to safety and quality of works ✓ Cooperation with our staff ✓ Approvals/permits as regulatory requirements 	Free	Continuously
5.	Provision of disaster management response in the event of fire outbreaks, collapsed structures, landslides	<ul style="list-style-type: none"> ✓ Report of incidences 	Free	Immediately
6.	Construction and maintenance of roads and public buildings	<ul style="list-style-type: none"> ✓ Input during budget making process 	Free	Annually
7.	Safety regulation of roads and public buildings	<ul style="list-style-type: none"> ✓ Adherence to road signs, knowledge of road safety policy and usage of hazard preventing equipment e.g. fire fighting equipment 	Free	Routinely
8.	Procurement, management and disposal of county motor vehicles, plants and equipment	<ul style="list-style-type: none"> ✓ Adherence to procurement laws and regulations ✓ Bid(s) for purchase of obsolete equipment 	As per procurement law and regulations	Routinely
9.	Policy formulation	<ul style="list-style-type: none"> ✓ Input during public participation 	Free	Routinely
10.	Storm water management systems in built up areas	<ul style="list-style-type: none"> ✓ Proper solid waste disposal to avoid clogging drainages ✓ Report of incidences of blockages and storm water overflows 	Free	Immediately
11.	Processing of payment documents	<ul style="list-style-type: none"> ✓ Proper documentation as required 	Free	14days
12.	Provision of as- Built Drawings	<ul style="list-style-type: none"> ✓ None 	Free	30 days
13.	Issuance of completion certificates	<ul style="list-style-type: none"> ✓ Proper documentation as required 	Free	90 days
14.	Issuance of defects liability certificates	<ul style="list-style-type: none"> ✓ Proper documentation as required 	Free	180 days

Feedback corner

For any query or concern please contact:

The Chief Officer,
Roads, Public Works & Transport
Elgeyo Marakwet County,
County Treasury Building
P.O. Box 220,
ITEN
Telephone no. +720-897 476
Email: roads&pwoks@yahoo.com
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: [+254 734 220 220](tel:+254734220220)
Email: emcounty2013@gmail.com
Physical Address: Governor's Office Building, Iten, Marakwet Road
Postal Address: P.O. Box 220-30700 Iten
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



COUNTY



GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF ROADS, PUBLIC WORKS & TRANSPORT
CITIZEN SERVICE DELIVERY CHARTER

Vision statement

A world-class provider of cost-effective physical infrastructure

Mission statement

To provide efficient, affordable and reliable infrastructure through construction, modernization, rehabilitation and effective management of all infrastructure facilities for sustainable socio-economic growth and development

Values

Professionalism, integrity, commitment and devotion, customer focus, team work and consultation, transparency and accountability, courtesy and respect

Citizen Service Charter Matrix - DIRECTORATE OF PUBLIC WORKS

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Design of public, residential buildings and foot bridges	✓ Valid land ownership documents ✓ Purpose of building ✓ Conceptualized structures	As per the technical drawings and BoQs	30 days
2.	Drawing and interpretation of designs of buildings and structures	✓ Formal application ✓ Approval fees (public health, public works, physical planning, NEMA etc.) ✓ Compliance with all statutory conditions	As per approved rates on fees and charges of the Finance Act	30 days
3.	Supervision of on-going construction works such as buildings	✓ Adherence to safety and quality of works ✓ Cooperation with our staff ✓ Approvals/permits as regulatory requirements	Free	Continuously
4.	Provision of disaster management response in the event of fire outbreaks, collapsed structures	✓ Report of incidences	Free	Immediately
5.	Construction and maintenance of public buildings	✓ Input during budget making process	Free	Annually
6.	Storm water management systems in built up areas	✓ Proper solid waste disposal to avoid clogging drainages ✓ Report of incidences of blockages and storm water overflows	Free	Immediately
7.	Safety regulation of public buildings	✓ Knowledge on usage of hazard preventing equipment e.g. fire fighting equipment	Free	Routinely
8.	Policy formulation	✓ Input during public participation	Free	Routinely
9.	Processing of payment documents	✓ Proper documentation as required	Free	14 days
10.	Provision of as-Built Drawings	✓ None	Free	30 days

11	Issuance of completion certificates	✓ Proper documentation as required	Free	90 days
12	Issuance of defects liability certificates	✓ Proper documentation as required	Free	180 days

Feedback corner

For any query or concern please contact:

The Chief Officer,
Roads, Public Works&Transport,
Elgeyo Marakwet County,
County Treasury Building
P.O. Box 220,
ITEN

Telephone no. +25423961374

Email: roads&pwoks@yahoo.com

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

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 CommissionSecretary
Commission on Administrative Justice
West end Towers, 2nd floor
Waiyaki Way - Westlands
P.O. Box 20414-00200
NAIROBI
Email: complain@ombudsman.go.ke





COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF ROADS, PUBLIC WORKS & TRANSPORT
CITIZEN SERVICE DELIVERY CHARTER

Vision statement

A world-class provider of cost-effective physical infrastructure

Mission statement

To provide efficient, affordable and reliable infrastructure through construction, modernization, rehabilitation and effective management of all infrastructure facilities for sustainable socio-economic growth and development

Values

Professionalism, integrity, commitment and devotion, customer focus, team work and consultation, transparency and accountability, courtesy and respect

Citizen Service Charter Matrix (DIRECTORATE OF ROADS & TRANSPORT)

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Design of roads structures bridges and culverts	✓ Give input during budget making process	Free	Routinely
2.	Supervision of on-going construction works such as roads	✓ Adherence to safety and quality of works ✓ Cooperation with our staff ✓ Approvals/permits as regulatory requirements	Free	Continuously
3.	Provision of disaster management response in the event of landslides	✓ Report of incidences	Free	Immediately
4.	Construction and maintenance of roads	✓ Input during budget making process	Free	Annually
5.	Safety regulation of roads	✓ Adherence to road signs, and knowledge of road safety policy	Free	Routinely
6.	Procurement, management and disposal of county motor vehicles, plants and equipment	✓ Adherence to procurement laws and regulations ✓ Bid(s) for purchase of obsolete equipment	As per procurement law and regulations	Routinely
7.	Policy formulation	✓ Input during public participation	Free	Routinely
8.	Processing of payment documents	✓ Proper documentation as required	Free	14 days
9.	Issuance of completion certificates	✓ Proper documentation as required	Free	90 days
10.	Issuance of defects liability certificates	✓ Proper documentation as required	Free	180 days

Feedback corner

For any query or concern please contact:

The Chief Officer,
Roads, Transport & Public Works,
Elgeyo Marakwet County,

County Treasury Building
P.O. Box 220,
ITEN

Telephone no. +25423961374
Email: roads&pwoks@yahoo.com
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

