



COUNTY GOVERNMENT OF NAROK
LAND OF DIVERSITY

**DEPARTMENT OF ENVIRONMENT, WATER,
ENERGY, NATURAL RESOURCE AND
CLIMATE CHANGE**

CUSTOMER SERVICE CHARTER

2024

Contacts:

Chief Officer Office
Department of Environment, Water, Energy, Natural Resource and Climate Change
P. O. Box 898, 20500 Nairobi
Environment HQ, Narok Nakuru Highway
Tel: 020 26888929
Direct Line: 020 2688903

Email: environment@narok.go.ke Website: www.narok.go.ke

VISION

“Sustainable utilization, management and development of natural resources”

MISSION

“To facilitate sustainable utilization, management and development of water resources, energy, natural, mineral resources, and climate change for county growth and posterity”.

CUSTOMER SERVICE CHARTER

Services Offered by the Department

Sector priorities	Strategies
Increase access to water services in terms of quality, quantities, affordable with reduced distances to water points	<ul style="list-style-type: none"> • Developing, rehabilitation and expansion of Water supply infrastructure • Mobilization, of financial resources for projects implementation • Development of Narok County Water Master Plan and Narok County Water strategic plan • Capacity Building of all water management committee members • Procure water bowsers for water trucking services • Hiring of water technical staff.
Increase access to sanitation services	<ul style="list-style-type: none"> • Developing sewerage system and sanitation blocks infrastructure • Resource mobilization • Sensitize community members on achieving ODF status
Enhance Environmental Sustainability	<ul style="list-style-type: none"> • Increase county tree cover • Catchment protection and conservation • Implementation and operationalizing environmental plans, and legislative framework.to manage the natural resources • Mobilization, of financial resources for implementation of Environmental Sustainability projects (e.g.- Solid waste recycling, land fill,) • Survey and mapping of County natural resources • Development & operationalize a county waste management strategic plan • Zoning for Reduction of pollution of Soil, water and air.
Increase Climate change mitigation and adaptation.	<ul style="list-style-type: none"> • Operationalize climate change frameworks; • Implementation of locally-led climate actions; • Resource mobilization and Promotion of partnerships in addressing climate change issues;
Increase access to modern affordable and reliable Energy sources	<ul style="list-style-type: none"> • Development of Solarized of water supplies • Promoting the use of renewable energy sources • Mobilization, of resources for implementation of renewable sources of energy projects • Increase power supply from national grid access to unserved community Households and institution in rural areas • Empowering the community through alternative income generating activities

WATER SUBSECTOR

SERVICES	CUSTOMER REQUIREMENTS	CHARGES	TIMELINES
Provision of general information/attendance to enquiries	Call the office, fill inquiry forms, visit the office	free	Visit - within 15 minutes. Written request up to 10 working days
Report writing on rehabilitation of Water facilities (Dams, water, pans, boreholes and water supplies)	Reporting of the breakdown of the water facility. Receiving inspectorate team Contact details	Free	7 days after inspection of the facility
Rehabilitation and Expansion of water supply	Community Monitoring and reporting to ensure work is successfully done	Free	7 days after the contract have been awarded or as guided in the tender document
Drilling of boreholes and water supplies (community Boreholes)	Community Monitoring and reporting to ensure work is successfully done	Free	7 days after the contract have been awarded or as guided in the tender document
Construction of Water supplies (community benefiting)	Community Monitoring and reporting to ensure work is successfully done	Free	7 days after the contract have been awarded or as guided in the tender document
Construction of Dams and water pans (Community benefiting)	Community Monitoring and reporting to ensure work is successfully done	Free	7 days after the contract have been awarded or as guided in the tender document
Water trucking	Community Request for water trucking services during drought periods	Free	Within 2 days provided drought response funds are available.
Developing Technical advisories and Support on water projects	Reporting by community member/s or institution/s	Free	7 Days after site visit
Processing of permits and licenses of water and sanitation projects	Community involvement in data gathering	Free	Fill and submit relevant documents and make required permit fees 7 days after funding of approved projects
Report writing on hydrogeological surveys for project ground water potential	Community involvement in project implementation	Free	7 Days after site visit by the hydrogeologist
Conduct hydrological survey reporting	Customer involvement in survey	Free	7 Days after site visit by the hydrologist
Feasibility study of water projects and reports	Community involvement in Feasibility study	Free	7 Days after site visit by the technical team
Survey and designing of water projects and reporting	Community involvement in project survey	Free	7 Days after site visit by a technical team
Keeping and updating database water projects	Community involvement in providing information	Free	1 Day after information is received
Handling grievances complains	Raise grievance, register on grievance form at the ward/ chief's office who will be in charge of community grievance redress committee	free	Received and acknowledged within 3 working days Resolving within 3 weeks after being acknowledged
Providing information on the tender documents	Request through writing or in person	free	Visit - within 15 minutes. Written request up to 10 working days
Development of policies and legal framework	Public participation	Based on budgets	Based on the workplan

CLIMATE CHANGE AND RENEWABLE ENERGY			
SERVICES	CUSTOMER REQUIREMENTS	CHARGES	TIMELINES
Provision of general information/attendance to enquiries	Call the office, fill inquiry forms, visit the office	free	Visit - within 15 minutes Written request up to 10 working days
Prompt services to visiting clients	Visit the directorate's office at County headquarters and seek service on need basis	Free	Immediately or within 1 working day
Public awareness creation	Attend public awareness forums	Free	Regularly
Providing information on the tender documents	Visit the directorate's office at County headquarters and seek service on need basis	free	Visit - within 15 minutes. Written request up to 10 working days
Conducting Vulnerability Assessment (PCRA/PCVA)	Visit the county website, visit the office, write to the office	free	5 – 10 Days working days
Dissemination of PCRA reports	Visit the county website, visit the office.	free	Visit - within 15 minutes. Written request up to 10 working days
Short and Long Rain Assessments	Attend assessment workshop	free	14 days
Dissemination of Rain assessment Reports	Visit the county website, visit the office, write to the office, visit the office	free	Visit - within 15 minutes. Written request up to 10 working days
Conducting air quality assessment	Report to office on air quality deterioration	free	21 days
Dissemination of climate information	Participate in participatory scenario planning workshops, reading brochures and flyers, visit the county website and social media	free	Visit - within 15 minutes. Written request up to 10 working days
Offer advisories on climate actions	Participate in participatory scenario planning workshops, reading brochures and flyers, visit the county website and social media	free	Visit - within 15 minutes Written request up to 10 working days
Offer advisories on climate smart initiatives	Attend training and workshops, and demonstration centres	free	Visit - within 15 minutes Written request up to 10 working days
Offer advisories on low carbon energy efficient	Attend training and workshops, and demonstration centres	free	Visit - within 15 minutes Written request up to 10 working days
Scrutinizing EIA/EA	Submit the proposals for scrutiny	free	5 days
Developing ESMPs	Visit the county website, visit the office, write to the office, visit the office	free	14 days
Environmental Screening and Scoping	Visit the county website, visit the office, write to the office, visit the office	free	Within 14 days
Developing Projects TORs	Visit the county website, visit the office, write to the office, visit the office	free	7 days
Handling grievances complains	Raise grievance, register on grievance form at the ward/ chief's office who will be in charge of community grievance redress committee	free	Received and acknowledged within 3 working days. Communicating on complain status within 2 weeks after being acknowledged
Monitoring, and evaluating of implementation of climate change action plan	Make necessary inquiries; Contribute positively in the monitoring and evaluation of climate resilience investments	free	Regularly
Development of county climate change action plan every 5 years	Make necessary inquiries; Contribute relevant information for development of county climate change action plan	Free	Every 5 years
Updating climate change action plan	Make necessary inquiries; Contribute relevant information for development of county climate change action plan	free	Annually
Development of county climate change adaptation plan every 15 years	Make necessary inquiries; Contribute relevant information for development of county climate change adaptation plan	Free	Every 15 years
Streetlighting	Community to write proposals expressing the need	Based on the BoQ	As set in workplan
Solarization of infrastructures	Community to write proposals expressing the need	Based on the BoQ	As set in workplan
Safety inspection of facilities	Upon request	2000	Within 5 - 10 days
Energy audit	Upon request	2000	Within 5 - 10 days
Water trucking	Community Request for water trucking services during drought periods	Free	Within 2 days provided drought response funds are available.

Environment and Natural Resource

SERVICES	CUSTOMER REQUIREMENTS	CHARGES	TIMELINES
Waste sorting at the dump site	Upon customer	KSh. 2000 per ton sorted	Within 3 days
Tipping services at the dump site	Apply and attach all required documents as per checklist issued by the Department. Vehicle tonnage	KSh. 2,500 per trip	within 15 minutes.
Noise permits	Application form Receipt for payment	Application fee Ksh.500 Permit fee Ksh.5000	Within 7 days
Noise licenses	Application form Receipt for payment	Application fee Ksh.200 License fee Ksh.2300	Within 7 days
Easement permits for Air Quality	Application form Receipt for payment	Emission License for listed emitting facility: - KShs.5,000/	Within 7 days
Development of environmental reports	Public information/ participation	free	Annually
Awareness creation and tree growing campaigns	Public information/ participation	free	Annually on environmental related days/events
Forest Extension services	Written request	free	Upon request within 5 Days; Regularly based on the workplan
Certificate of origin	Written request	free	Upon request within 2 Days
Letter of no objection	Written request	free	Upon request within 2 Days
Sale of seedlings	Written request	Based on the catalogue	Within 1 hour at the nursery; for assorted package 2 – 3 days upon request.
Capacity building on sustainable forest management	Public information/ participation	free	Regularly
Rehabilitation of degraded Environmental Landscape	Public information/ participation	free	Based on the workplan and the budget
Development of policies	Public information/ participation	free	Based on the workplan
Licensing of Research and videography activities in the forest	Expression of interest letter Prospectors both financial and technical	KSh. 100,000	2 months
Publication and dissemination of policies on matters of forest protection and conservation.	Public information/ participation	free	2 – 3 days after launch of the policy
Receiving and tracking grievances	Public information/ participation	free	Received and acknowledged within 3 working days. Communicating on complain status within 2 weeks after being acknowledged
Awareness creation	Public information/ participation	free	Regularly based on the workplan
Enforcement of Environment and Social Management Plans	Written request	free	Regularly based on the workplan
Annual License Sand and Quarry	Application letter Map showing the area of operation	20,000	5 – 10 days
Sale of minor forest produce exceeding 5Kgs (grass, herbal medicine, etc)	Application	100 – 500 (per Kg above 5 Kgs)	On daily basis