



# COUNTY GOVERNMENT OF NAROK

## FINANCE AND ECONOMIC PLANNING

### citizens' service delivery charter

No.	Service	Requirements to obtain the service	Cost of service	Timeline
1	Response to verbal enquiries (Reception desk)	Specify the enquiry	Free	Five Minutes
	Response to phone calls (Landline or any other official line)	None	Free	Three Rings
	Response to written correspondence	Email	Free	One Day
		Social Media (Twitter, Facebook and YouTube)	Free	One Day
		Letter/Fax	Free	Seven Days
2	Resolution of complaint(s) and feedback	Specific details and disclosure of identity where necessary	Free	Seven Days
3	Provision of IFMIS Numbers to suppliers	Supplier to register in the IFMIS Supplier Portal	Free	One Day
4	Processing of payments to suppliers	<ul style="list-style-type: none"> <li>• Invoice, Purchase Orders, Delivery documents</li> <li>• Valid KRA Pin certificate and VAT/Tax compliance certificates</li> <li>• Any other document that may be required</li> </ul>	Free	30 Days
5	Preparation, reviewing and dissemination of National Development Plans	Public Participation	Free	Continuous
6	Tracking implementation of the County Integrated Development Plan Through preparation of Progress Reports	Public Participation	Free	Annually
7	Preparation, submission and presentation of Budget Estimates.	Public Participation	Free	By 30 <sup>th</sup> April every Financial year
8	Preparation, submission and presentation of other budget documents to the County Assembly	Public Participation	Free	By the last Thursday before 21st June of every Financial Year
9	Provision of Financial and technical support to County Departments and Agencies in the preparation and implementation of development projects.	<ul style="list-style-type: none"> <li>• Submission of Project Concept Paper/Project Proposal(s)</li> <li>• Submission of a Feasibility Study</li> <li>• Cabinet approval where applicable</li> </ul>	Free	90 Days
10	Registration of disadvantaged groups enterprises under the Access to Government Procurement Opportunities (AGPO) programme.	Online application at <a href="https://www.agpo.go.ke">https://www.agpo.go.ke</a> or a visit to Huduma Centre AGPO desk	Free	One Day

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY** Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

**County Executive Committee Member  
Finance and Economic Planning  
County Headquarter off Narok-Nakuru Highway,  
P.O Box 898-20500, Narok. Tel: +254 020 268 8929/03  
Email: [finance@narok.go.ke](mailto:finance@narok.go.ke)**

**The Commission Secretary/ Chief Executive Officer  
Commission on Administrative Justice 2nd Floor, West  
End Towers Waiyaki Way, Nairobi.  
P.O Box 20414-00200, Nairobi  
Tel: +254 020 2270000/2303000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)**