



**NAROK COUNTY GOVERNMENT**  
**DEPARTMENT OF ROADS, PUBLIC WORKS & TRANSPORT**  
**P.O. BOX 898 – 20500**  
**NAROK.**

## Service Charter

### CHARGES FOR SERVICES OFFERED

(Our services are offered for free except where it is specified in the service charter)

No.	Service	Point of service	Requirement	Fee	Time/ duration Time/ duration
1.	Response to telephone calls	All Officers	None	Free	Within 3 rings
2.	Response to customer queries: *Oral	Department	None	Free	On the spot
3.	Response to all correspondences: written	Department	None	Free	Within 7 days
4.	Response to all on appointment	Department	None	Free	Within 10 minutes on first come first served basis
5.	Attending to visiting clients: *Walk in	Department	None	Free	Within 30 minutes on first come first served basis N/B: PWD and mothers with young children given first priority
6.	Payment for goods supplied, services rendered and certified works done	Department	Receipt of proper documentation	Free	Within 30 days
7.	Preparations of interim payment certificate for building construction projects	Department	Request from Customer	Free	Within 14 days
8.	Preparations of tender contracts and framework contracts for supply of common user items to government institution 30 days	Department	Request from Customer	Free	Within 30 days
9.	Sensitization of Youth, Women and People With Disabilities (PWD) on Access to Government Procurement Opportunities (AGPO)	Department	Attendance on invitation	Free	Continuous
10.	Design of Buildings and other Works *Small (below Kshs. 50 Million)	Department	Request from Customer Availability of land and funds	Free	Within 1 month
11.	Design of Buildings and other Works *Big (Over Kshs. 50 Million)	Department	Request from Customer Availability of land and funds	Free	Within 2 months
12.	Design of Sea walls and Jetties	Department	Request from Customer	Free	Within 3 months After geotechnical site visits.
13.	Bills of Quantities	Department	Approved designs	Free	Within 1 month
14.	Tender Documentation.	Department	Approval of Bills of Quantities	Free	Within 3 months
15.	Tender Action	Department	Tender Closing Date	Free	Within 21 days.