



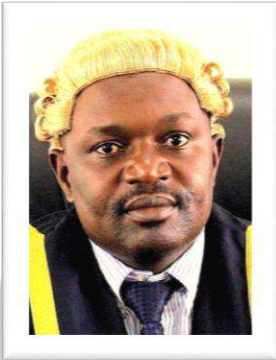
REPUBLIC OF KENYA

COUNTY ASSEMBLY OF SIAYA



Customer Service Delivery Charter

FOREWORD



The County Assembly of Siaya is one of the 47 County Assemblies in Kenya under the Devolved Government. We exist to serve the people of Siaya County in ensuring that the fruits of devolution accrue to the public. We have the legal mandate through the Kenyan Constitution and attendant legislation to enable us undertake this task.

We aim for promoting the ideals of devolution, good governance and the rule of law

There are expectations from the citizens of Siaya County and stakeholders on the services that we deliver to them. This Service Charter outlines defines our commitment as the County Assembly of Siaya to deliver premium services to our citizens, partners, donors and other stakeholders.

The general conditions under which service delivery promises will be achieved assuming operating conditions remain normal include working in partnership with all stakeholders.

Welcome to the County Assembly of Siaya

HON.SPEAKER

GEORGE O. OKODE, MBS

CHAIRMAN – COUNTY ASSEMBLY SERVICE BOARD

PREFACE

This charter has been all set to avert debilitating service delivery initiatives of the County Assembly of Siaya. Moreover, the charter enhances awareness on the range of services offered by the County Assembly of Siaya and corroborates our commitment to offer satisfactory services to all and sundry.

Citizen Charters are public agreements between citizens and service providers that give a systematic approach to meeting the expectations and standards in the realm of service delivery.

The development of Service Charters in County Assemblies represents a paradigm shift in the manner in which public services are delivered, now and in future. We are happy as County Assembly of Siaya to take part in this strategic change.

This document spells out what the County Assembly of Siaya does and records the commitments of its departments to provide and enhance quality services. It is my hope and pleasure that this document is not inscrutable and that our clients will continuously give us feedback on the quality and effectiveness of our services.

MR. ERIC OGENGA

Ag. CLERK

COUNTY ASSEMBLY OF SIAYA

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1.0 THE PURPOSE OF THE CHARTER

This Service Charter outlines the services that we render. It aims at improving accountability between County Assembly of Siaya, a service provider and its clients as service receivers. It specifies expectations and standards of service delivery of the County Assembly's service users. This Service Delivery Charter also specifies rights, responsibilities of both parties and how clients can access the department services.

In addition, this charter is expected to empower the people of Siaya County and stakeholders, to be able to make demands on our officers at the various levels of service delivery.

The County Assembly shall ensure continuous relevance of the Customer Service Charter in consultation with its stakeholders with a view of improving the customer experience.

2.0 WHO WE ARE AND WHAT WE DO (OUR SERVICES)

The Constitution of Kenya Article 185 provides the primary objectives and functions of the Assembly.

a) LEGISLATION

The legislative authority of the county assembly is derived from the Constitution of Kenya Article 185. It states that:

1. The legislative authority of the County is vested in, and exercised by, its County Assembly.
2. The County Assembly may make any laws that are necessary for, or incidental to, the effective performance of the functions and exercise of the powers of the county government under the Fourth Schedule.
3. The County Assembly, while respecting the principle of the separation of powers, may exercise oversight over the County Executive Committee and any other county executive organs.
4. The County Assembly may receive and approve plans and policies for—
 - a. the management and exploitation of the county's resources; and

- b. the development and management of its infrastructure and institutions

b) OVERSIGHT

The County Assembly oversight role is defined under Section 8 of the County Governments Act 2012.

(1) The county assembly shall—

- (a) Vet and approve nominees for appointment to county public offices as may be provided for in this Act or any other law;

- (b) Perform the roles set out under Article 185 of the Constitution;

- (c) Approve the budget and expenditure of the County Government in accordance with Article 207 of the Constitution, and the legislation contemplated in Article 220(2) of the Constitution, guided by Articles 201 and 203 of the Constitution;

- (d) Approve the borrowing by the County Government in accordance with Article 212 of the Constitution;

- (e) Approve county development planning; and

- (f) Perform any other role as may be set out under the Constitution or legislation.

c) REPRESENTATION

The representative function of the Assembly is characterized by;

- a. Its role as an avenue for the expression and debate of issues of local and national importance, and the translation of those debates into policies.
- b. Members of the County Assembly engaging their constituents in continuing dialogue in order to understand their views and perspectives and to rely on their knowledge on various topics and utilizing their respective offices to voice the resulting ideas.
- c. Members of the County Assembly using the formal structure of the Assembly to engage constituents in public participation and provide them with direct access to the decision-making process within the institution.

3.0 STRUCTURE AND GOVERNANCE

Membership of the County Assembly is composed of the Speaker, elected members and nominated representatives of marginalized groups including persons with disabilities and youth who work through Assembly Committees (*Annex 3*).

The Siaya County Assembly administration has a hierarchical structure. The Speaker of the County Assembly is at the apex of this structure. He chairs the County Assembly Service Board with the Clerk to the County Assembly being the Secretary of the Board. The Clerk works with a number of Departmental Heads who have specific mandates. This allows for division of labour (*Annex 2*).

4.0 OUR CLIENTS

- a. Citizens of Siaya County
- b. Suppliers
- c. Donors
- d. Research and Training Institutions
- e. Linkage partners
- f. Industry partners
- g. Business partners
- h. The general public

5.0 OUR PARTNERS/STAKEHOLDERS

- i. Siaya County National Government
- ii. Executive
- iii. County Governments
- iv. State Corporations
- v. Trade Unions
- vi. Members of the fourth estate

6.0 OUR VISION

“To be a responsive and an excellent County Assembly in Africa”

7.0 OUR MISSION

“Promoting ideals of devolution, good governance and the rule of law through effective and efficient legislative, oversight and representative functions for the people of Siaya.”

8.0 OUR CORE VALUES

- i. Transparency and Accountability in all undertakings
- ii. Professionalism and Integrity in our operations
- iii. Diligence and Commitment to our constituents
- iv. Respect for the rule of law
- v. Accommodative and Cooperative with all stakeholders
- vi. Timeliness in our endeavours

9.0 OUR COMMITMENT TO SERVICE DELIVERY

In our service delivery we pledge that:

- Days shall be mean working days
- We shall identify ourselves when we speak to you;
- Answer telephone calls before end of three (3) ring tones
- On general enquiries, letters are acknowledged and responded to within (7) days.
- We respond to emails within 24 hours of receipt during working days.
- Reply to your letters, faxes and emails within two working days and on more complex issues, our initial reply will give you an estimate of the time a full response will take, and the cost, if any;
- Be clear, concise and helpful in our interactions;
- Treat you with respect and courtesy;
- Maintain confidentiality when required to do so;
- Refer enquiries we cannot answer to an appropriate agency/authority, department, office;
- Maintain a user friendly and frequently updated website;
- We shall maintain clean, safe and pleasant physical facilities;
- We will pay service providers and other customers within 90 working days upon submission of accurate invoices and any other supporting documents in line

with the official procurement regulations. This shall be subject to receipt of funds from Exchequer.

- Organize Ward Assembly Meetings as per approved Schedule
- Provide adequate and reliable Public Service information on needs basis
- Continuous provision of civic education to our clients on County legislation.
- The County Assembly offices will be accessible to the customer from 08.00 am to 13.00 pm and 14.00pm to 17.00pm, Monday to Friday.
- The Assembly remains closed on weekends and public holidays.

10.0 CLIENTS' EXPECTATIONS

Our clients expect efficient and effective provision of services as follows:

- Responsive, courteous and highly professional staff.
- Procedural and timely delivery of formal communications
- The right to be served with respect, dignity and speed.
- Modern Information Communication & Technology (ICT) facilities and services that are efficient and effective;
- Access to adequate and affordable services,
- Access public information
- Right to lodge a complaint, advice and be treated with courtesy
- Privacy and confidentiality with regard to the information you provide us with
- Right to procedurally seek for payments for services offered or products supplied.
- Be paid within the stipulated time provided all requirements have been met.
- Right to apply for and participate in the tendering processes
- An open and competitive recruitment process;
- Right to be involved and participate in the County Assembly Governance processes
- Recognition and acknowledgement of donors;
- Compliance with agreements involving research institutions, industry and other partners

11.0 OBLIGATIONS AND RESPONSIBILITIES OF OUR CUSTOMERS

The Assembly expects its customers to:

- Treat our staff with courtesy.
- Attend schedule meetings punctually
- Respond to our requests for information accurately, thoroughly and in a timely manner.
- Abide by any legal requirements and other obligations that you are required to meet in order to be eligible for accessing the services sought.
- Provide sufficient and accurate information to enable us respond to requests promptly;
- Not to offer gifts outside the law, favours or inducements to our staff, or to solicit the same.
- Provide good and necessary co-operation.
- Forward all complaints and demand action from the Assembly.

Support Services

For proper management of its core functions, the Assembly has support services provided in the following departments:

- i. Legislative and Procedural services
- ii. Committee Services
- iii. Hansard
- iv. Human Resources and Administration
- v. Library
- vi. Research
- vii. Information, Communication and Technology
- viii. Budget
- ix. Procurement
- x. Finance and Accounting Services
- xi. Internal Audit
- xii. Public Relations
- xiii. Sergeant at Arms
- xiv. Legal services

12.0 CUSTOMER FEEDBACK

We value and appreciate your feedback and use it to monitor and improve our performance.

ALL requests, complaints, compliments and recommendations relating to Assembly Departments, should first be shared with the relevant department and copied to the Board indicating the following:

- i. Customers name, and address plus phone number
- ii. Nature of complaint
- iii. Person responsible for action
- iv. Expected action and date as per Assembly policy

We will investigate your concerns and reply within 10 working days of receiving your complaint to inform you of the progress in resolving it.

In case of complaints requiring more than the specified time of action, the Assembly will communicate such delays to the customer within 12 hours before deadline.

Customers who are dissatisfied with action taken by staff can appeal directly to the office of the Clerk.

Customers can also make further appeals if still dissatisfied to the Board through the Chair of the County Assembly of Siaya Service Board.

13.0 HANDLING OF COMPLAINTS

- a) Once a complaint is received, it shall be recorded by the Complaint Handling Officer and accorded a reference number to facilitate follow up. A record of a complaint shall include the name and contact details of the customer, full details of the complaint including the date, as well as details of all communication with the customer and any actions to resolve the complaint.
- b) If the complaint is simple, the Complaint Handling Officer shall resolve the complaint immediately and update the register.
- c) c) If the complaint is moderate or major, the Complaint Handling Officer shall escalate it to an Action/relevant Officer in charge of Department/Section for further investigations and resolution. The escalation shall be done within one (1) working day of receiving the complaint.
- d) The Assembly shall resolve all complaints within thirty (30) working days of receipt (subject to provision of all required documentation). Written complaints shall be acknowledged within seven (7) working days.
- e) Where the complaint cannot be resolved immediately, customers shall be informed of the aforementioned timeframe at the time of making their

complaint. Customers shall be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed upon between the complaints officer and the customer

- f) The Complaints Handling Officer shall communicate the action to the complainant within one (1) working day from the date the decision is arrived at and update of the records made accordingly.
- g) Where appropriate, customers who have had a complaint resolved shall be contacted within fourteen (14) working days to find out whether or not they are satisfied with how their complaint was handled.
- h) If the complainant is not satisfied, the case shall be forwarded to the County Assembly Clerk for further action.
- i) Where a complaint cannot be resolved by the foregoing complaint handling procedure, it shall be referred to the CASB and the customer/complainant shall be informed and given an amended timeframe for resolution.
- j) All heads of directorates/departments shall forward their complaints records to the Head of communication on a monthly basis for compilation.
- k) The Complaints Handling Officer shall compile all complaints (including their status) and forward them to the Complaints Handling Committee on a quarterly basis for analysis during the quarterly meetings.
- l) The Complaints Handling Committee shall prepare reports on complaints management in the approved format (Appendix 5) and forward to the office of Commission on Administrative Justice on a quarterly and annual basis.
- m) If the County Assembly Clerk is the subject of the Complaint, the complaint shall be forwarded to the CASB Chairman for further action.
- n) If a CASB Member is the subject of a complaint, the complaint shall be forwarded to the Assembly, for further action.

14.0 REVIEW OF THIS CHARTER

We will in consultation with our customers and stakeholders review this service charter every three years or on Needs basis so as to ensure sustainability of the efficiency and effectiveness of service delivery.

Comments and suggestions should also be addressed to County Assembly Clerk on email clerk@siayaassembly.go.ke

14.0 EXCLUSIONS IN THIS CHARTER

This Charter deals with the quality of service we provide. Matters not covered by this charter include:

- Employment related complaints or disputes
- Privacy complaints
- Handling of personal information
- Administrative decisions and
- Government policy.
- Commitments under emergency situations such as war, pandemics, civil disobedience

HOW TO CONTACT US:

Assembly Clerk,
County Assembly of Siaya,
P.O.Box 7-40600
Siaya, Kenya

Tel: 057 5321021/ 0708745148

Email: clerk@siayaassembly.go.ke

: complaints@siayaassembly.go.ke



Website: www.siayaassembly.go.ke

If you are still not satisfied with intervention provided above,
You may report your complaint to:

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice (CAJ)
West End Towers, 2nd Floor Waiyaki Way
P.O. Box 20414, City Square Wetlands, 00200
Tel: +254 020 2270 000, +254 020 2303 000
Email: complaint@ombudsman.go.ke

ANNEX 1: STAND ALONE BANNERS

Annex 1.1: Stand Alone Banner County Assembly Reception

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA Service Delivery Charter </div>  </div>				
No	Service Rendered	Clients Obligation	User charges	Waiting Timelines
1.	Response to verbal queries	Specify the enquiry	Free	5 minutes
	Response to written correspondence	Valid Email	Free	One day
		Valid address		21 days
		Valid Social Media Account (Twitter, Facebook and YouTube)		One day
	Response to phone calls	none	Free	Immediately and in a courteous manner
2.	Receiving visitors/guests	Courtesy	Free	5 minutes
3.	Resolution of complaint(s) and feedback			
	<ul style="list-style-type: none"> Acknowledge citizen complaints Address citizen complaints by carrying out investigations 	Report to the Assembly the Complaints on service delivery in writing, telephone, email, or come in person	Free	2 days
		Report to the Assembly the Complaints on service delivery in writing, telephone, email, or come in person Provide accurate information Provide relevant documents	Free	28 days
		Give time for investigation to be completed and feedback given	Free	5 days

	<ul style="list-style-type: none"> Give feedback to complaints after investigations 			
4.	Access to information requests	Written application in English or Kiswahili	Free	Within 5 days to transfer the application to another public entity if the information requested is held by that public entity
			Free	Within 7 days to respond to applicant confirming receipt of application and/or transfer to another public entity
			Free	Within 21 days to process application and communicate Assembly's decision on the application to the requester
5.	To be seen by an Officer	Request for an appointment	Free	5 minutes
		Visit with appointment	Free	5 minutes
		Visit without appointment	Free	15 minutes
6.	Order Paper	Nil	Free	12 Hour before the Assembly meets
7.	Votes and Proceedings	Nil	Free	Within 48 hours of any sitting
8.	Weekly Programme of the Business Of Assembly	Nil	Free	Not later than the Friday of the week preceding such business
9.	Hansard Reports	Nil	Free	Within 48 hours of any sitting
10.	Committee Sitting schedule	Nil	Free	Not later than the Friday of the week preceding such business
11.	Committee Reports and Papers Laid	Nil	Free	Tabled within 14 days of conclusion of Committee proceedings
				Available to the public within 48 hours after tabling
12.	Facilitating of visits to plenary and Committees proceedings	Request for access to chambers sessions	Free	5 minutes
13.	Invitation/ Summons	Nil	Free	To be sent/ served to witness at least 7 clear days
14.	Committee minutes	Nil	Free	Within 48 hours of any sitting
15.	Statements	Submitted statements	Free	Responses to statements shall be made within two weeks of committal to a Committee
16.	Petitions	Written submission by petitioner	Free	Copy of the report to be submitted to the petitioners within 15 days of tabling of the report
17.	Assembly Resolutions	Access to Assembly Website	Free	Shall be communicated to the relevant agencies within 7 days of passage of a resolution by the Assembly



18.	Bills	Submitted Bill	Free	Draft bill within 1 month of receipt of the instructions
19.	Bill digests	Access to Notice Board/Electronic Media	Free	Within 2 days working days of the First Reading of the Bill
20.	Public Participation on Bills	Access to Notice Board/Electronic Media	Free	Notice inviting the public for public hearing issued at least 7 days before the date set for the hearing
21.	Review of Policy, Planning, Budget, Statutory documents	Approved Documents		30 days
22.	Approval of Nominees	Proposed Nominees as per the legal requirement		21 days
23.	Investigations	Requested evidence		21 days
24.	Shortlisting and Interviews of applicants	Meeting advertised requirements	Free	30 days
25.	Notification to successful candidates	Valid contact details	Free	14 days
26.	Response to tender application	Completion and submission of tender documents	Tender fee where applicable	As per advertisement
27.	Processing of payments to suppliers	Submission of all document required for payment process	Free	30 days

Any service 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:

Assembly Clerk,
County Assembly of Siaya,
P.O. Box 7-40600
Siaya, Kenya
Tel No; 057 5321021/ 0708745148.
E-mail to clerk@siayaAssembly.go.ke
complaints@siayaassembly.go.ke
Website: www.siayaassembly.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

Annex 1.2: Stand Alone Banner Office of the Clerk

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA OFFICE OF THE CLERK Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION /REQUIREMENTS	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Approval of Weekly Programme of Business of the House	As approved by the House Business Committee Concurrence by the Hon. Speaker	Nil	Friday of the week preceding
6	Approval of Notice Paper	Approved Orders by House Business Committee Concurrence by Hon Speaker	Nil	24 hours
7	Approval of Order Papers before sitting	Approved Orders by House Business Committee with the Clerk's comments Approval by Hon Speaker	Nil	24 hours
8	Approval of Votes and Proceedings after a Sitting	Draft proceedings of Assembly Sitting with the Clerks comments Approval by Hon Speaker	Nil	48hrs
9	Approval of Motions	Request by a Member of the Assembly Approval by Hon Speaker	Nil	3 days
10	Approval of Questions/Statement requests	Request by a Member of the Assembly Approval by Hon Speaker	Nil	24 hours
11	Approval of tabling of Response to Statement Requests	Statement of Request with the comments of the Committee Chairperson and Assembly Clerk Approval by Hon Speaker	Nil	14 days
<div style="display: flex; justify-content: space-between;"> County Assembly of Siaya15 Customer Service Charter </div>				



12	Approval of Petitions	1. Personal address and contacts of petitioner(s) 2. Identity Card Number of petitioner(s) 3. Receipt of petition in the prescribed format 4. Approval by Hon Speaker	Nil	7 days
13	Approval of legislative proposals for prepublication scrutiny	Draft legislative proposal with comments of the Hon Speaker	Nil	7 days
14	Approval of Bills for introduction to the House after First reading	Publicized Bill from Government Printer Approval by Hon Speaker	Nil	20 days
15	Assenting to Bills passed by the House	1. Forwarding letter to the Governor on the Bill 2. Vellum duly assented to by the Assembly Clerk 3. Approved Bill 4. Relevant Committee Report on the Bill 5. Approved Votes and Proceedings of the Approval Sitting	Nil	14 days
16	Communication of Assembly Resolution(s)	Communication from the Chair/adopted Report or Motion	Nil	48hours
17	Communication of messages from external agencies	The Written Message presented to Hon Speaker	Nil	48 hours
18	Approval of Plenary and Committee Sittings outside the Assembly Building	Written request for approval Approval by Hon Speaker	Nil	48 hours
19	Approval of travels out of the Country by MCAs and/or staff	Written request duly signed by the member/staff Approval by Hon Speaker	Nil	48 hours
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		

Annex 1.3: Stand Alone Banner Department of Legislative and Procedural

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA DEPARTMENT OF LEGISLATIVE AND PROCEDURAL Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	14 days
5	Weekly Programme of Business of the House	Approval by House Business Committee with concurrence of Hon. Speaker	Nil	Friday of the week preceding the business coming up before the Assembly
6	Issuance of Notice of Paper after approval	Approved Orders by House Business Committee	Nil	3 days
7	Issuance of Order Papers before sitting	Approved Orders by House Business Committee	Nil	3 days
8	Record of Votes and Proceedings	Draft Proceedings of Assembly Sitzings	Nil	48 hours
9	Preparation of Motions	Formal submission of substance of the motion in writing by Sponsor	Nil	48 hours
10	Question and Statement requests by Member of the Assembly	Formal submission of substance of the motion in writing by Sponsor	Nil	24 days
11	Response to statement requests by Member	Approval by House Business Committee	Nil	14 days
12	Processing of Petitions tabled in Assembly	<ul style="list-style-type: none"> - Personal address and contacts of petitioner(s) - Identity Card Number of petitioner(s) - Petition in the prescribed format - Comment by the Assembly Clerk - Approval by the Speaker 	Nil	60 days upon tabling
13	Consideration of Bills after first reading	Printed Bill from Government Printer	Nil	20 days



14	Communication of Assembly Resolutions	Written Communication from Chair, Adopted Report or passed substantive Motion	Nil	3 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		

Annex 1.4: Stand Alone Banner Department of Human Resource Management



<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA DEPARTMENT OF HUMAN RESOURCE MANAGEMENT </div>  </div>				
Service Delivery Charter				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Shortlisting of applicants	Meeting advertised requirements	Nil	30 days
6	Selection and recruitment	Appearance before recruitment panel	Nil	60 days
7	Notification to successful candidates	Valid contact details	Nil	14 days
8	Application/Reactivation of personal number	Fulfillment of checklist provided by HR	Nil	60 days
9	Approval of training request	Admission letter, TNA	Nil	30 days
10	Orientation of new staff	Acceptance of appointment	Nil	2 weeks
11	Consolidation of evidence of disciplinary procedures at department/section for auctioning	Responding to request by investigators	Nil	60 days
12	Constitution of disciplinary committee	Obeying committee's course	Nil	30 days
13	Annual Leave application	Approved leave roster	Nil	21 Days
	Approval of Annual leave application	Filled leave request form Necessary approvals		
14	Sick Off	Valid Medical certificate	Nil	2 days
15	End of service benefits to disengaged MCAs and staff	Letter of end of contract	Nil	30 days
16	Registration to GHRIS	Fulfillment of checklist from HR	Nil	30 days

17	Issuance of Form P9	Valid access to GHRIS	Nil	30 days before end of FY
18	Submission of payroll by-product to third parties	Valid contact mail	Nil	Last monthly working day month
19	Filing of statutory returns	Valid contact mail	Nil	Last monthly working day month
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		

Annex 1.5: Stand Alone Banner Works, Projects and Maintenance Department



<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA WORKS, PROJECTS AND MAINTENANCE DEPARTMENT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Transport/ Vehicle authorization	transport request	Nil	30minutes
6	Issuance of payment certificate	Request for payment	Nil	7days
7	Release of retention fee	Committee meeting inspection and approval minutes, Payment certificate Completion of work certificate Recommendation letter	Nil	7days
8	Advisory and technical assistance to internal customers (departments)	Sectoral committee e.g. roads, water and lands	Nil	Immediately
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaassembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		

Annex 1.6: Stand Alone Banner Finance and Accounts Department

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA FINANCE AND ACCOUNTS DEPARTMENT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Enquiries	Formal written request	Nil	7 days
6	Financial Advisory Service	Formal written request	Nil	7 days
7	Issuance of Accountable Documents	Approved Requisition Note Surrender of used books	Nil	5 days
8	Collection and accounting for revenue/receipts	Bank pay-in-slips	Nil	7 days
9	Supplier/Employee definition	Authorized Definition form	Nil	5 days
10	Payment of suppliers/contractors claims	Compliance with payment requirements by FD Availability of funds IFMIS definition Invoices	Nil	30 days
11	Payment of personal claims (internal clients)	Compliance with payment requirements by FD IFMIS definition; Availability of funds	Nil	30 days
12	Payment of retention monies (contractors)	Compliance with payment requirements by FD	Nil	30 days
13	Issuance of imprest	Compliance with laid down procedures by FD Availability of funds	Nil	30 days
14	Submission of quality reports	Forwarding address/storage devise	Nil	10 days
15	Retrieval of paid vouchers/documents from archives	Approved request by Director Finance Approved budget	Nil	10 days
16	Approval for requisitions	Completed requisition form	Nil	30 days
17	Approval of car loan/mortgage facility(internal)	Meeting loan requirements Duly filed forms, Committee approval, Availability of funds	Nil	30 days



Any service 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:	
<p>Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.go.ke</p>	<p>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</p>

Annex 1.7: Stand Alone Banner Procurement Department



<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIIAYA PROCUREMENT DEPARTMENT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Consolidation of approved annual procurement plan	Approved Budget and departmental Annual procurement plans	Nil	2 weeks
6	Processing of Approved Purchase and stores requisitions	Approved purchase & stores requisition forms	Nil	5 minutes
7	Preparation of bid documents	Approved Purchase requisition and Specifications from user departments	Nil	2 hours
8	Dispatch of Request for Quotation/ Tender/ Proposal bid documents.	Addresses of bidding firms, Space orders, and ICT (Website)	Nil	1 day
9	Constituting Adhoc Procurement committees (Opening & Evaluation committees)	Nominees from User departments	Nil	1 day
10	Opening of Tenders/ Quotations./ Proposals	Nominees from User departments	Nil	2 hours
11	Evaluation of Tenders/Quotations/Proposals	Nominees from User departments	Nil	1 - 15 days
12	Attachment of Supporting documents accompanying suppliers invoice	Delivery note, Invoice, LPO/LSO, S 13.	Nil	1 day

13	Requisition of Goods/ Services/ Works in IFMIS System and Purchase Orders.(Depends on stability of IFMIS system)	Delivery note, Invoice, LPO/LSO, S 13.	Nil	1 day
14	Approval of Requisitions and Purchase Order in IFMIS system (Depends on stability of IFMIS system)	Requisitions submitted by user dept./ requester	Nil	1 day
15	Receiving and Inspection of Purchase Order in IFMIS system(Depends on stability of IFMIS system)	Approved Purchase Order	Nil	2 hours
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		



Annex 1.8: Stand Alone Banner Research Department

<div>  <div> COUNTY ASSEMBLY OF SIAYA RESEARCH DEPARTMENT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Documentation of Committee and Legislative reports	Provision of data and information on committee deliberations	Nil	14 days
6	Policy Analysis and briefs	Formal written Request Policy document	Nil	14 days
7	Bill pre-publication analysis and digest	Bill/Legislative proposal	Nil	7 days
8	Field investigations	Formal written Request	Nil	14 days
9	Research request by Assembly Members	Formal written Request	Nil	3 days
10	Subject matter specialist advice	Formal written Request	Nil	7 days
11	Comparative Analysis on legislative issues, practices and procedures	Formal written Request	Nil	7 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		



Annex 1. 9: Stand Alone Banner Hansard Department

<div>  <div> COUNTY ASSEMBLY OF SIAYA HANSARD DEPARTMENT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Producing Hansard report	Clear Audio files	Nil	48 hours
6	Copies of Hansard report	Formal written request	Nil	12 hours
7	Facilitating communication with the hard of hearing	Locate with a view to signer	Nil	Real time
8	Preparing audio files for radio broadcasts	Requirements by service provider	Nil	14 days
9	Setting up Communication Control Units	Schedule of Committee Activities	Nil	30 minutes
10	Technical support to Sectoral and House Committee	Schedule of Committee Activities SoP Form	Nil	5 minutes
11	Indexing report	Submission of MCAs details at the end of the year	Nil	7 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		



Annex 1. 10: Stand Alone Banner Information Communication and Technology Section

<div>  <div> COUNTY ASSEMBLY OF SIAYA INFORMATION COMMUNICATION AND TECHNOLOGY SECTION Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	User Support request	Formal written request	Nil	5 minutes
6	Updating of existing software	Formal written request	Nil	6 hours
7	Hardware maintenance	Formal written request	Nil	3 days
8	User training	Approved TNA	Nil	30 days
9	Updating Assembly Website	Provide information for updating	Nil	12 hours
10	Managing Internet downtime	Request from department	Nil	2 hours
11	Managing LAN downtime	Request from department	Nil	1 hours
12	Preparing policy guidelines	Provide necessary information	Nil	14 days
13	Preparing procedures	Provide necessary information	Nil	14 days
14	Board approval of policy guidelines and procedures	Submission of documents to Board	Nil	7 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaassembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		

Annex 1. 11: Stand Alone Banner Library Section



<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA LIBRARY SECTION Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Reference Services within the Library	Request to Librarian upon approval	Nil	Immediate
6	Borrowing books/materials	Registration with Library upon approval	Nil	20 minutes
7	Acquisition of books	User request	Nil	30 days
8	Binding of documents	Submission of material for binding	Nil	2 days
9	Information on existing library books/services	Email address of users	Nil	1 hour
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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		

Annex 1. 12: Stand Alone Banner Budget Office



<div>  <div> COUNTY ASSEMBLY OF SIA YA BUDGET OFFICE Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Review and Analysis of Annual Development Plan	Provide copy of Annual Development Plan by 1 st September	Nil	5 days
6	Review and Analysis Finance Bill	Provide copy of Finance Bill by 30 th June	Nil	7 days
7	Review and Analysis County Budget Review and Outlook Paper	Provide copy of CROP by 30 th September	Nil	3 days
8	Review and Analysis of Quarterly Revenue and Expenditure Report	Provide copy of Quarterly Reports not later than 30 days after of quarter	Nil	3 days
9	Review and Analysis County Fiscal Strategy paper	Provide copy of CFSP by 28 th February	Nil	5 days
10	Review and Analysis County Debt Management Strategy Paper	Provide copy of Strategy Paper by 28 th February	Nil	2 days
11	Review and Analysis Proposed Budget Estimates	Provide copy of budget proposal one day after tabling in Assembly	Nil	14 days
12	Review and Analysis County Integrated Development Plan	Provide copy of CIDP one day after tabling in Assembly	Nil	14 days
13	Preparation of County Assembly Budget	Departments submit proposals 15 th January	Nil	30 days
14	Preparation of County Assembly Budget Implementation Report	Departments submit proposals 15 th January	Nil	14 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600			The Commission Secretary/ Chief Executive Officer Commission on Administrative Justice 2nd Floor, West End Towers	

<p>Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.go.ke</p>	<p>Waiyaki Way, Nairobi. P.O Box 20414-00200, Nairobi Tel: +254 020 2270000/2303000 Email: complain@ombudsman.go.ke</p>
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Annex 1.13: Stand Alone Banner Public Relations and Communications

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA PUBLIC RELATIONS AND COMMUNICATIONS Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Enquiries	Valid contact details	Nil	7 days
5	Complaints/Compliments	Submission of complaints/Compliments		
6	Receiving visitors/guests	Courtesy	Nil	5 minutes
7	Education Tours/Visits to Assembly	Formal request in writing	Nil	14 days
8	Issuance of Assembly IEC material	Request Contact details	Nil	5 minutes
9	Information dissemination to public through Radio, TV, Social Media	Link up to the media	Nil	7 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaassembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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	

Annex 1.1 4: Stand Alone Banner Department of Sergeant-At-Arms

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA DEPARTMENT OF SERGEANT-AT-ARMS Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Reporting security information	Formal receipt of information	Nil	1 day
6	Cleaning offices	Access to office	Nil	24 hours
7	Cleaning WCs	Responsible use	Nil	4 hours
8	Cleaning Assembly Compound	Cooperation of users	Nil	24 hours
9	Security to legislators and staff	Deployment schedule	Nil	5 minutes
10	Security to visitors	Identification of visitors	Nil	5 minutes
11	Ceremonial duties in Plenary and Committee meetings	Cooperation of Members	Nil	5 minutes
12	Maintenance of order and decorum within Assembly	Cooperation of Members	Nil	5 minutes
Any service 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:				
<p style="text-align: center;">Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaassembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.go.ke</p>			<p style="text-align: center;">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</p>	



Annex 1.1 5: Stand Alone Banner Committee Services Department

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA COMMITTEE SERVICES DEPARTMENT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Mobilizing public for participation on Bills	Willingness to participate	Nil	20 days
6	Processing of Petition	Copies of Petition	Nil	60 days
7	Processing of Statement	Copies of Statement Request	Nil	14 days
8	Processing of Policies/Plans	Copies of proposed Policies/Plans	Nil	14 days
9	Report on Monitoring of implementation of adopted Committee Reports and House Resolutions after grace period of 60 days	Copies of adopted Committee Reports and House Resolutions	Nil	14 days
10	Report on Monitoring of implementation of legislation passed by house after grace period of 60 days	Copies of Acts passed by Assembly	Nil	14 days
11	Report on Monitoring of Executive Expenditure per quarter	Quarterly Financial Reports	Nil	14 days
12	Presentation of interrogation of Reports from Office of Auditor General	Copy of OAG Report	Nil	90 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya			The Commission Secretary/ Chief Executive Officer Commission on Administrative Justice 2nd Floor, West End Towers Waiyaki Way, Nairobi.	



Tel No; 057 5321021/ 0708745148.
E-mail to clerk@siayaAssembly.go.ke
complaints@siayaassembly.go.ke
Website: www.siayaassembly.go.ke

P.O Box 20414-00200, Nairobi
Tel: +254 020 2270000/2303000
Email: complain@ombudsman.go.ke



Annex 1.16: Stand Alone Banner Legal Services Department

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA LEGAL SERVICES DEPARTMENT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	Email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Providing legal advice and opinions on any matter before or relating to the Assembly	Clear instructions	Nil	48 hours
6	Rendering of legal advice and opinions on any matter before or relating to the Assembly	Accurate information on matter under inquiry	Nil	48 hours
7	Drafting and reviewing legal instruments for compliance purposes	Accurate information on the issue	Nil	48 hours
8	Undertake research and analysis on legislative proposals	Clear instructions or enquiry	Nil	48 hours
9	Responding to enquiries by the public on legal issues relating to the workings of the Assembly	Clear instructions or enquiry	Nil	48 hours
Any service 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:				
<p style="text-align: center;">Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.go.ke</p>			<p style="text-align: center;">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</p>	

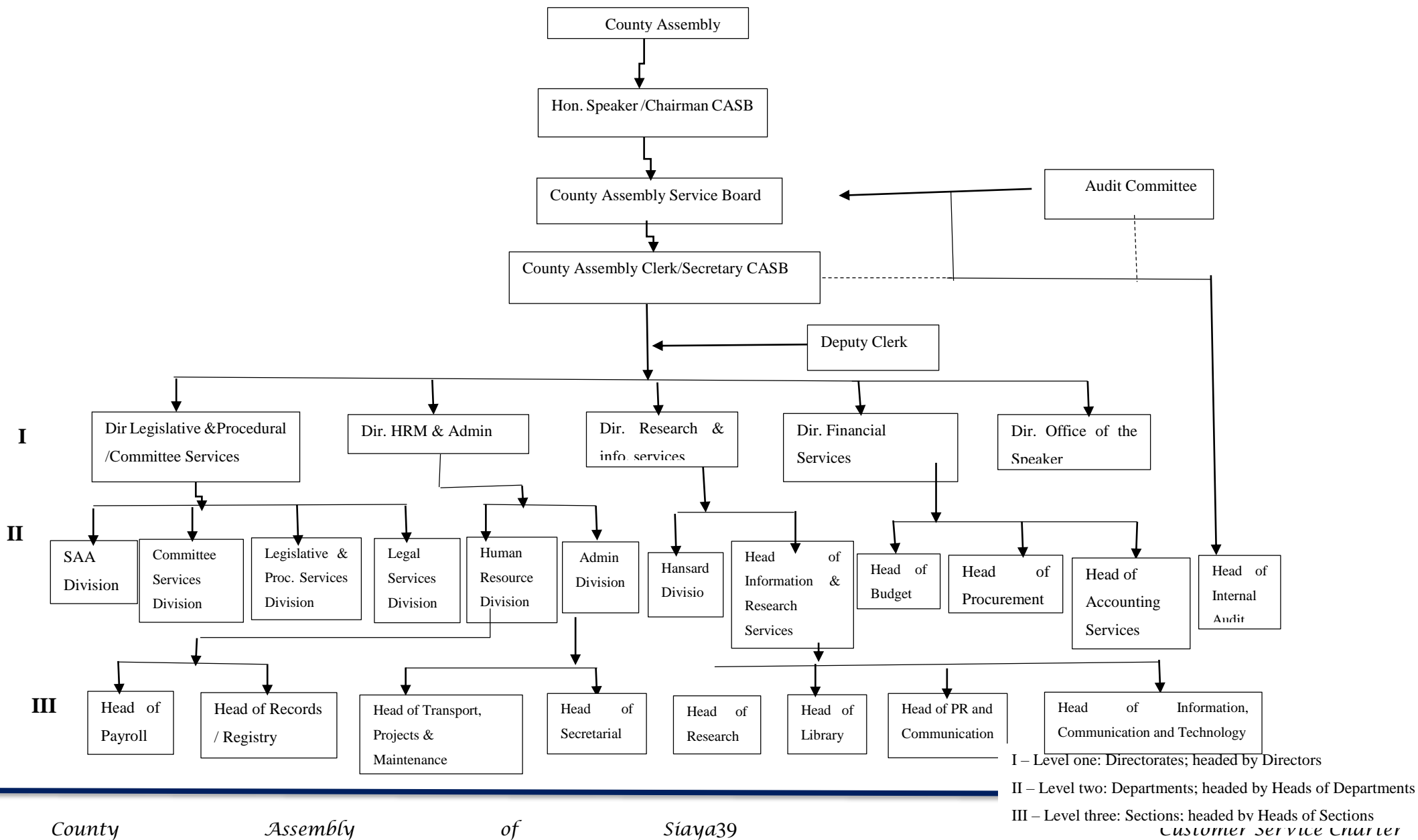
Annex 1.17: Stand Alone Banner Internal Audit

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA INTERNAL AUDIT Service Delivery Charter </div>  </div>				
S/No.	SERVICES RENDERED	CLIENTS OBLIGATION	CHARGES	WAITING TIME
1	Telephone Call	Valid details of caller	Nil	20 seconds
2	email	Valid email	Nil	24 hours
3	Postal Communication	Clear address	Nil	24 hours
4	Complaints/Compliments	Valid contact details	Nil	7 days
5	Risk management control and governance feedback	Provision of requested documents	Nil	14 days
6	Compliance Audit for independent assessment	Statutory and regulatory documents	Nil	21 days
7	Reviewing proposed business continuity and disaster recovery plan	Policies, procedures and Plans	Nil	7 days
8	Value For Money audits and Benefit realization on implemented projects	Provision of requested documents	Nil	14 days
9	Evaluating effectiveness of fraud management	Formal written notification	Nil	21 days
10	Carrying out suspected fraud investigation	Formal written notification	Nil	21 days
11	Carrying out regular audit	Provision of requested documents	Nil	21 days
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke complaints@siayaassembly.go.ke Website: www.siayaassembly.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	

Annex 1.18: Stand Alone Banner Ward Offices

<div style="display: flex; justify-content: space-between; align-items: center;">  <div style="text-align: center;"> COUNTY ASSEMBLY OF SIAYA INTERNAL AUDIT Service Delivery Charter </div>  </div>				
No	Service Rendered	Clients Obligation	User charges	Waiting Timelines
28.	Response to verbal queries	Specify the enquiry	Free	5 minutes
	Response to written correspondence	Valid Email	Free	One day
		Valid Address	Free	21 days
		Valid Social Media account (Twitter, Facebook and YouTube)	Free	One day
	Response to phone calls	none	Free	Three rings
29.	Receiving visitors/guests	Courtesy	Free	5 minutes
30.	Resolution of complaint(s) and feedback	Specific details and disclosure of identity where necessary	Free	21 days
31.	Access to information	Specific details and disclosure of identity where necessary	Free	7 days
32.	Booking of appointment	Courtesy	Free	One day
33.	Public Participation Invitation	Link up to ward notice board/ Electronic Media	Free	One day
Any service 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:				
Assembly Clerk, County Assembly of Siaya, P.O. Box 7-40600 Siaya, Kenya Tel No; 057 5321021/ 0708745148. E-mail to clerk@siayaAssembly.go.ke compalints@siayaassembly.go.ke Website: www.siayaassembly.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		

ANNEX 2: ORGANIZATION STRUCTURE (Offices which shall have a copy of the Charter)



ANNEX 3: COMMITTEES OF THE ASSEMBLY

COMMITTEE		AREA OF FOCUS
1	Budget and Appropriations	Matters relating to coordination, control and monitoring of the County budget, discuss and review the estimates and make recommendations to the County Assembly; examine the County Fiscal Strategy Paper presented to the County Assembly; examine Bills related to the national budget, including Appropriations Bills; and evaluate tax estimates, economic and budgetary policies and programmes with direct budget outlays.
2	Tourism, wildlife conservation and Information	Matters related to local tourism, county parks, beaches and recreation facilities including hotels, implementation of specific national government policies on natural resources and environmental conservation, including soil and water conservation, forestry and wildlife, control of air pollution, noise pollution and other public nuisances, and, information services.
3	Lands, Physical Planning, Surveying and Housing	Matters relating to spatial planning, land administration, adjudication within the confines of the relevant legislation, urban development, markets, land survey and mapping; boundaries and fencing; housing and electricity and gas reticulation and energy regulation including working with national institutions on land and physical planning.
4	Agriculture, Livestock and Fisheries	Matters related to agriculture, including crop and animal husbandry, livestock sale yards, County abattoirs, plant and animal disease control and fisheries; implementation of specific national government policies on natural resources and environmental conservation, including soil and water conservation and forestry, control of air pollution, noise pollution, other public nuisances and outdoor advertising.
5	Public Works, Roads, Transport and Communication.	Matters related to County transport, including County roads, street lighting, traffic and parking, public transport, ferries and harbors, excluding the regulation of international and national shipping and matters related thereto; County public works and services including storm water management systems in built up areas and water.
6	Health Services	Matters related to County health services in particular County health facilities and pharmacies, ambulance services, promotion of primary health care, licensing and control of undertakings that sell food to the public, veterinary services (excluding regulation of the profession), cemeteries, funeral parlours and crematoria and refuse removal, refuse dumps and solid waste disposal.

7	Education, Youth Affairs Gender and Social Services	Matters related to pre-primary education, village polytechnics, home craft centres, childcare youth and children welfare.
8	Finance, Trade, Industry, Labour and Cooperative Development	All matters related to Public Finance, Economic planning and social development, trade development and regulation including markets, trade licenses (excluding regulation of professions), fair trading practices, and cooperative societies and control of outdoor advertising.
9	Water, Environment and Natural Resources	All matters related to water provision for domestic, commercial and industrial use and irrigation of farm land
10	Speaker's Panel	The Committee Shall; <ul style="list-style-type: none"> a. Plan on presiding of Assembly sittings. b. Review Rulings made by the Speaker or presiding member.
11	County Assembly House Business Committee	The Committee shall – <ul style="list-style-type: none"> a. Prepare and, if necessary, from time to time adjust the County Assembly Calendar with the approval of the County Assembly; b. Monitor and oversee the implementation of the County Assembly Business and programs. c. Implement the Standing Orders respecting the scheduling or programming of the business of the County Assembly and the functioning of the Committees of the County Assembly; d. Determine the order in which the reports of Committees shall be debated in the County Assembly; e. May take decisions and issue directives and guidelines to prioritize or postpone any business of the County Assembly acting with the concurrence of the Leader of the Majority Party or the Leader of the Minority Party, as the case may be. <p>Consider such matters as may from time to time arise in connection with the business of the County Assembly and shall have and perform such powers and functions as are conferred on and ascribed to it by the Standing Orders or from time to time by the County Assembly.</p>
12	County Assembly Liaison Committee	The Committee shall; <ul style="list-style-type: none"> a. Guide and co-ordinate the operations, policies and mandates of all Committees; b. Deliberate on and apportion the annual operating budget among the Committees; c. Consider the programs of all Committees, including their need to travel and sit away from the precincts of County Assembly; d. Ensure that Committees submit reports as required by the

		<p>Standing Orders;</p> <p>e. Determine, whenever necessary, the committee or committees to deliberate on any matter; and</p> <p>f. Give such advice relating to the work and mandate of select committees as it may consider necessary;</p> <p>The Liaison Committee shall consider reports of Committee that have not been deliberated by the County Assembly and shall report to the County Assembly on the consideration of such reports.</p>
13	Committee of Selection	<p>The Committee shall –Nominate members to serve in Committees, save for the membership of the County Assembly Business Committee and Committee on Appointments.</p>
14	County Assembly Privileges Committee	<p>The Committee;</p> <p>3. The functions of the Committee shall be to;</p> <p>a. Inquire into the conduct of a member whose conduct is alleged to constitute a breach of privilege in terms of section 16 of the County Assemblies Powers and Privileges Act, 2017; and</p> <p>b. Perform such other functions as may be specified in the County Assemblies Powers and Privileges Act, 2017.</p> <p>4. The Committee shall of its own motion or as a result of a complaint made by any person, inquire into the conduct of a member whose conduct is alleged to constitute a breach of privilege in terms of section 16 of the County Assemblies Powers and Privileges Act, 2017, within fourteen days of receipt of a complaint.</p> <p>5. The Committee shall, within fourteen days of the conclusion of an inquiry, table its findings in the Assembly together with such recommendations as it considers appropriate.</p> <p>a. Shall consider and report on all matters relating to the Assembly Standing Orders.</p> <p>b. May propose amendments to the Standing Orders and any such amendments shall upon approval by the County Assembly; take effect at the time appointed by the County Assembly.</p> <p>c. May propose rules for the orderly and effective conduct of committee business and any such rules, shall upon approval by the County Assembly, continue in force until amended or repealed by the County Assembly.</p> <p>d. Shall regulate its own meetings and its own procedure</p> <p>e. Shall, either on its own motion or as a result of a complaint made by any person, enquire into any alleged breach of the Assembly code of conduct or any conduct of any member within the Precincts of the Assembly (Other than the Chamber) which is likely to reflect adversely on the dignity or integrity of the Assembly or any member thereof.</p>

		<p>f. Shall inquire into any breach of privileges of the Assembly and its members as provided for under the Kenyan National Assembly (Powers and privileges) Act, Cap 6 Laws of Kenya.</p> <p>Shall, after inquiry as referred to in (e) and (f), report its findings to the Assembly together with its recommendations.</p>
15	County Assembly Procedure and Rules Committee	<ol style="list-style-type: none"> 1. The Committee shall consider and report on all matters relating to County Assembly Standing Orders. 2. The Committee may propose amendments to these Standing Orders and any such amendments shall upon approval by the House take effect by the time appointed by the House. 3. The Committee may propose rules for the orderly and effective conduct of Committee business and any such rules, shall upon approval by the House continue in force until amended or repealed by the House.
16	County Assembly Public Accounts Committee	<p>The Committee shall - Consider Matters relating to County finance, planning and development including;</p> <ol style="list-style-type: none"> 1. The examination of the accounts showing the appropriations of the sum voted by the County Assembly to meet the public expenditure and of such other accounts laid before the County Assembly as the Committee may think fit;
17	County Assembly Public Investments	<ol style="list-style-type: none"> 1. The examination of the reports, accounts and workings of the County public investments; 2. examine the reports, if any, of the Auditor General on the public investments; 3. The examination, in the context of the autonomy and efficiency of the County public investments, whether the affairs of the County public investments, are being managed in accordance with sound financial or business principles and prudent commercial practices.
18	County Committee on Delegated Legislation	<p>The Committee shall – Consider all matters related to statutory instruments and if they are in accord with the provisions of the Constitution, the Act pursuant to which it is made or other relevant written law, including the following:</p> <ol style="list-style-type: none"> 1. Contains imposition of taxation; 2. Directly or indirectly bars the jurisdiction of the Courts; 3. Involves expenditure from the County Revenue Fund or other public revenues; 4. Defective in its drafting; 5. Has administrative powers; 6. Delegates legislative powers;

		7. Is an enabling legislation;
19	County Committee on Justice and Legal Affairs	<p>The Committee shall –Consider all matters related to;</p> <ol style="list-style-type: none"> 1. Considerations of fundamental rights and freedoms of the public; 2. Is a matter which in the opinion of the Committee should more properly be dealt within an Act of the County Assembly;
20	County Assembly Committee on Implementation	<p>The Committee shall scrutinize the resolutions of the County Assembly (including Implementation of adopted committee reports), petitions and the undertakings given by the County Executive Committee and examine –</p> <ol style="list-style-type: none"> a. Whether or not such decisions and undertakings have been implemented and where implemented, the extent to which they have been implemented; and whether such implementation has taken place within the minimum time necessary; and b. Whether or not legislation passed by the County Assembly has been operationalized and where operationalized, the extent to which such operationalization has taken place within the minimum time necessary. <p>2) The Committee may propose to the County Assembly, sanctions against any member of the County Executive Committee who fails to report to the relevant select Committee on implementation status without justifiable reasons.</p>
21	Committee on Appointments	The Committee on Appointments shall consider, for approval by the County Assembly, appointments under Articles 179(2) (Members of County Executive Committees).
22	Committee on Members Services, Facilities and Welfare	<p>The Committee shall be responsible for –</p> <ol style="list-style-type: none"> a) receiving and considering views of members on the services and facilities provided for their benefit and wellbeing and b) advising and reporting on all matters connected to the services and facilities provided for member's welfare. c) Any matters that shall be referred to the Committee by the resolution of the House, by the Speaker.
23	General oversight committee	<ol style="list-style-type: none"> 1) This is committee of the whole house membership that deals with matters that in the opinion of the speaker are better handled outside the other house committees. 2) The Committee shall pursuant to section 39(2)(b) of the

County Governments Act 2012, invite members of the County Executive Committee to answer questions relating to the members' responsibilities as raised by members of the County Assembly under Standing Order No.42 and in accordance with Standing Order No. 22

3) The committee may invite to its meeting;

(a) More than one Member of the County Executive so as to address matters relating to more than one County department;

(b) The Member who addressed the question being addressed by the committee.

(c) The Committee shall deal with matters which in the opinion of the Speaker can be better handled outside the other House committees