Department of Public Works, Roads, Energy and Transport

Citizen Service Delivery Charter

Vision Statement

A Premier county in infrastructure and Energy

Mission Statement

To provide quality road network system and efficiently utilize energy resources for sustainable and social economic growth and development

The staff in this Department are committed to provide high quality services to all our clients with dignity, professionalism and within the shortest time possible.

SERVICES OFFERED	REQUIREMENTS	COST	TIME FRAME
General			
Enquire (customer care desk)	Provide accurate and timely information for better service delivery	Free	10minutes
Telephone calls		Free	Within three weeks
Response to all official correspondences		Free	Within 7 days
Complaints		Free	Shall be addressed immediately and feedback given within 14 days
Building and other installations			
Avail designs for building	Provide relevant information, records & documents	Free	3 months from date of request for architectural drawings. 3months for structural/civil drawings
Submit Bills of Quantities for approval	Provide relevant documents	Free	2 months from date of approval designs
Source of tenders	Provide relevant documents for better service delivery		14 days from date of tender documents approval
Issue final accounts on contracts respond to emergencies	Provide relevant documents Provide accurate and timely information		3 months from the date of issuance of certificate of making good completion of works immediately

Roads and Other public works			
Avail designs for culverts, bridges and jetties	Provide relevant information & documents	Free	5 months from date of request
Submit tender documents and bills of quantities for approval	Provide relevant documents	Free	3 months from date of design approval
Source of tenders	Provide relevant documents	Free	7 days from date of tender documents approval
Avail designs for footbridges	Provide relevant documents	Free	2 months from date of request
Submit tender documents and bills of quantities for approval	Provide relevant documents		2 months from when all drawings are firmed up and issued
Source of tenders	Provide relevant documents	Free	7 days from date of design approval
Provide technical advice on culverts, bridges and jetties	Provide accurate and relevant information	Free	1 month from date of request
Preparation of interim payment certificates to building construction	Provide relevant documents	Free	Within 2 (two) weeks of application
Payment of goods and services rendered to the ministry	Provide relevant documents	Free	Within 30 days from receipt of goods
Communicate the outcome of tenders	Provide relevant documents	Free	21 days from the expiry of tender validity
On Source Revenue			
Plant hire	Hire plants to private individuals	See County Finance act	Within 24 hours
Plan approvals	Approve building plans for development	See County Finance act	Within 30 minutes

All public correspondences may be addressed to:

The Chief Officer
Public Works, Roads, Energy & Transport
County Government of Siaya

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E-mail: copublicworks@siaya.go.ke