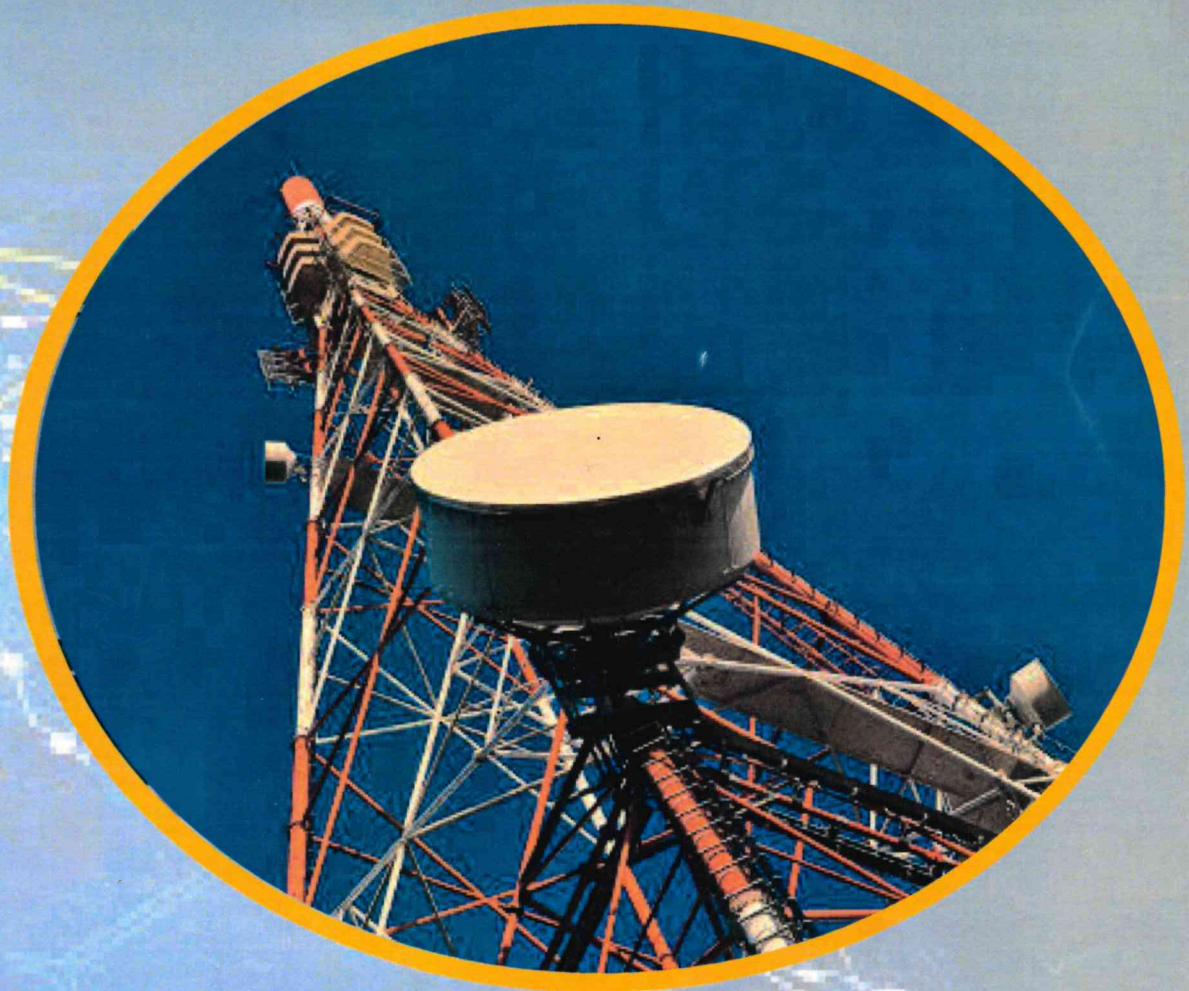




County Assembly of Kisumu



CAK SERVICE CHARTER

Sept 2022



COUNTY ASSEMBLY OF KISUMU



SERVICE CHARTER

1ST EDITION, JULY, 2022

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1.0 PREAMBLE

The Service Charter of the County Assembly of Kisumu reflects our commitment to providing quality services to our clients. The Charter is a statement of our commitment in pursuit of client satisfaction and excellence in our operations.

We are committed to providing our clients with the best services possible in line with our values as provided for in our Strategic Plan 2020-24 and values and principles of governance and public Service pursuant to Articles 10 & 232 of the Constitution of Kenya 2010.

This Service Charter outlines -

- 🇰🇪 Who we are and our roles
- 🇰🇪 Statements of Identity
- 🇰🇪 Our Clients and Stakeholders
- 🇰🇪 Service Standards
- 🇰🇪 Clients' rights
- 🇰🇪 Clients' obligations
- 🇰🇪 Official Language(s)
- 🇰🇪 Monitoring and reviewing of the Service Charter
- 🇰🇪 Our Service Charter
- 🇰🇪 Feedback and how to Contact us

2.0 WHO WE ARE

The County Assembly of Kisumu is the legislative arm of Kisumu County Government. It is one of the forty-seven (47) County Assemblies established under Article 176 of the Constitution of Kenya 2010.

2.1 Our roles

The main functions of the County Assembly as provided for under Article 185 of the Constitution of Kenya include Legislation, Representation and Oversight. Further, Section 8 of the County Governments Act, 2012 provides that;

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.

3.0 STATEMENTS OF IDENTITY

Vision	To be a model, independent and people responsive County Assembly in Kenya
Mission	To provide a premier legislation, oversight and representation services that promotes the socio economic development to the residents of Kisumu.
Core Values:	<p>Integrity</p> <p>We allow positive criticism and empower staff to promote accountability, transparency and acceptable work ethics prescribed in code of conduct and as per Chapter Six of the Constitution.</p> <p>Professionalism</p> <p>We advocate for honest meritocracy at all levels from recruitment to consistency in efficient service delivery</p> <p>Respect</p> <p>We exercise due regard to the feelings, wishes and rights of staff, MCAs and citizens at all times</p> <p>Inclusivity</p> <p>We encompass everyone including special interest groups by focusing on our people and stakeholders through win-win arrangements to support devolution and democratic.</p> <p>Communication</p> <p>We promote effective exchange of clear information within the Assembly and outside by listening, understanding and receiving feedback on addressing critical issues.</p> <p>Teamwork</p> <p>We are having good working relationship as CAK team and while at the same time recognizing individual performers in the teams</p> <p>Equity</p> <p>We treat our staff, MCAs and citizens in a fair and impartial manner, regarding distribution of information, resources, and participation.</p>

4.0 OUR CLIENTS AND STAKEHOLDERS

Our valued clients and stakeholders include;

- ✚ The people of Kisumu County
- ✚ The County Government of Kisumu
- ✚ Hon. Members of the County Assembly
- ✚ Staff of the County Assembly
- ✚ The National Parliament of Kenya
- ✚ The Media
- ✚ Judiciary
- ✚ Constitutional Bodies and Independent Institutions
- ✚ The Private Sector
- ✚ Civil Society Organizations
- ✚ Other County Assemblies
- ✚ Development Partners
- ✚ Research Institutions and the Academia

5.0 SERVICE STANDARDS

In our attempt to efficiently and effectively deliver on the services listed in this Charter, the County Assembly shall observe the following service Standards;

1. Our cover values which include; integrity, professionalism, respect, inclusivity, communication, team work and equity
2. Confidentiality: We commit to uphold privacy and safeguard our clients' personal information.
3. Timely provision of information/ services to clients: The County Assembly of Kisumu commits to offer services and provide all information and documents as may be required by our clients in a timely and accessible manner pursuant to Article 35 of the Constitution of Kenya, 2010.
4. While offering these services to our clients the County Assembly commits to abide by existing and enabling legislations such as, the County Assembly Standing Orders, Speaker's ruling and other existing parliamentary laws.

6.0 CLIENTS' RIGHTS

- ✚ Our clients have the right to receive information and any other service related to our core mandates.
- ✚ Our services are freely rendered unless otherwise stated and charges displayed on our citizen delivery charter.
- ✚ Our clients have the right to be served in a courteous and considerate manner.
- ✚ Our clients have the right to make further inquiries if not satisfied with the standards of service offered.
- ✚ Our clients have the right to expect feedback on requests made.
- ✚ Our clients have the right to share comments, complaints and compliments to enable us serve you better.

7.0 CLIENTS' OBLIGATION

In order to serve you better and receive quality services from the County Assembly, we ask of our esteemed clients to-

- ✚ Treat our staff with courtesy and provide clear and accurate information on the services sought.
- ✚ Be honest, ethical and professional in their dealings with the County Assembly.
- ✚ Comply with the legal and administrative requirements.
- ✚ Comprehensively participate in the public engagements organized by the Assembly e.g. public participation exercises.
- ✚ Honour and provide timely information as maybe required by the County Assembly for effective discharge of her functions.
- ✚ Provide compliments, complaints and suggestion with regards to services rendered to enable us serve you better.

8.0 OFFICIAL LANGUAGE

The Assembly shall abide by parliamentary languages as provided for in the County Assembly Standing Orders. However, correspondences received from our clients will be answered in the language in which it has been communicated.

9.0 MONITORING AND REVIEWING OF THE SERVICE CHARTER

We undertake to-

1. Continuously monitor, evaluate and review our performance against the standards set out in this charter; and
2. The County Assembly commits to review this Charter after every five (5) years and or as of when need arises.

10.0 SERVICE CHARTER

Srl No.	Service offered	Client requirement/ obligation	Responsible Office	Cost/ Charges	Timeline	
LEGISLATION, OVERSIGHT AND REPRESENTATION						
1.	Order Paper	None	Clerk's	Free	24hrs before Assembly sitting and 1hr for Supplementary Order Paper	
2.	Votes and Proceedings	None	Clerk's	Free	Within 48hrs of any Sitting	
3.	Weekly programme of Assembly Business	None	Clerk's	Free	Not later than Friday of the week preceding such business	
4.	Hansard Reports	Formal request to the Office of the Clerk	Clerk's	Free	Within 48hrs after a Sitting unless the Speaker directs otherwise	
5.	Committee Reports and Papers Laid	Formal request to the Office of the Clerk	Clerk's	Free	Tabled within 14 days of completion of Committee proceedings Available to the public within 48hrs after tabling	
6.	Invitation/ Summons	Compliance	Clerk's	Free	To be sent/served to witnesses at least 7 working days	
7.	Committee Minutes	Formal request to the Office of the Clerk	Clerk's	Free	Within 12hrs of Committee Sitting	
8.	Statements	Drafting	Instructions	Clerk's	Free	Within one (1) day upon receipt of instructions
		Considerations and Reporting	None	Clerk's	Free	Response shall be made within two (2) weeks of Committal to a Committee

9.	Petitions	Submit to the Clerk of the Assembly As per the procedures of the County Assembly (Procedures) Act 2020 and the County Assembly Standing Orders	Clerk's	Free	Seven (7) days upon receipts to ascertain admissibility of the petition A copy of the report of the petition shall be communicated to the petitioner(s) within fifteen (15) days of tabling of the report	
10.	House Resolutions	Formal request to the Office of the Clerk	Clerk's	Free	Shall be communicated to the relevant agencies within seven (7) days of passage of the resolution by the Assembly	
11.	Bills	Prepublication Scrutiny	Legislative proposal	Clerk's	Free	One (1) month of receipt of the Legislative Proposal
		Publication	Legislative proposal	Clerk's	Determined by the Government Printer	24hrs upon payment to the Government Printer
		Digest	Published Bill	Clerk's	Free	Two (2) working days of the first reading of the Bill
		Public Participation	Copies of the Bill made available to the public within seven (7) days through various means such as the website, physical copies in ward offices Comprehensive participation from the public.	Clerk's	Free	Notice inviting the public for public hearing issued at least seven (7) days before the date set for the hearing

		Report	Formal request to the Office of the Clerk	Clerk's	Free	Within 20 calendar days upon committal
		Preparation and submission of Velum for assent	None	Clerk's	Free	Within fourteen (14) days after passing of the Bill
		Appropriation Bill	To be submitted by 30 th June (main budget) and 30 th August (Supplementary)	Clerk's	Free	Within twenty one (21) days upon committal
		Finance Bill	Should be submitted the Assembly ninety (90) days after the approval of the County Budget Estimates	Clerk's	Free	Within twenty one (21) days upon committal
12.	Publication of an Act		None	Clerk's	Determined by the Government Printer	Within fourteen (14) days after assent
13.	Motion	Drafting	Instructions from an MCA	Clerk's	Free	Within one (1) day upon receipt of instructions
		Considerations & reporting	None	Clerk's	Free	Within twenty one (21) days after committal
14.	Policies	County Integrated Development Plan (CIDP)	None	Clerk's	Free	Within twenty one (21) days upon committal
		Annual Development Plan (ADP)	Should be submitted to the Assembly by 1 st September every year	Clerk's	Free	Within twenty one (21) days upon committal

		County Fiscal Strategy Paper (CFSP)	Should be submitted to the Assembly by 28 th February every year	Clerk's	Free	Within twenty one (21) days upon committal
		County Budget Review and Outlook Paper (CBROP)	Should be submitted to the Assembly by 30 th September every year	Clerk's	Free	Within twenty one (21) days upon committal
		Sector Plans	Ten year plan submitted before CIDP	Clerk's	Free	Within twenty one (21) days upon committal
		Debt Management and Strategy Paper (DMSP)	Should be submitted together with the budget documents	Clerk's	Free	Within twenty-one (21) days upon committal
15.	Public Access to the County Assembly	Precincts	Formal request to the Office of the Clerk	Clerk's	Free	Within seven (7) days upon receipt of official request.
		Plenary/ Committee' , Sittings	Formal request to the Office of the Clerk/Speaker/ Committee Chairperson Adherence to the Speaker's Rules.	Clerk's	Free	Within 2hrs before Plenary Sitting/Committee Sittings
16.	Procurement and Disposal of goods, works and services		Adhere to requirements of Public Procurement and Asset Disposal Act, 2015 and Public Procurement and Asset Disposal Regulations, (PPADR) 2020	Clerk's	Free access from the County Assembly website/ Public Procurement Informati	Continuous

				on Portal (PPIP)		
17.	Access to reading materials and/or reproduction services		Formal request to the Office of the Clerk for external clients	Clerk's	Free	Within seven (7) working days upon receipt of the request
18.	Processing of payments	Suppliers	Approved invoices, award letters, LPOs/LSOs, contracts	Clerk's	Free	Within sixty (60) days upon receipt of an invoice
		Payroll	Approved payroll	Clerk's	Free	Within ten (10) days upon receipt of the approved payroll
19.		Imprests/ Refunds	Surrender within 48hrs upon return. Surrender documents; Approved letter of requisition, Proof of travel and attendance	Clerk's	Free	Within ten (10) working days upon surrender documents or upon receipt of an approved requisition.
20.	ICT infrastructure maintenance and support services		Formal request to the Office of the Clerk	Clerk's	Free	Immediate but where an immediate response is not possible, we will keep you informed of progress and inform you on when you can expect a full response within 48hrs.
21.	Legal and research support and or advisory		Formal request to the Office of the Clerk and instructions	Clerk's	Free	Within two (2) days upon receipt of requests/ instructions
22.	Enforcement of Order and Rules for the Assembly		Orders from the Speaker and the Clerk and any enabling laws	Clerk's and Speaker's	Free	Immediate and continuous
23.	Reception services (In person inquiries and telephone calls)		None	Clerk's	Free	We shall attend to you immediately and respond to your

						queries at our reception desk In case of specialized information, we will immediately refer you to the appropriate office If unable to respond to your inquiry immediately, we shall provide valid reason for not doing so and specify the date on which you can expect a response on the inquiry
24.	Work tickets		Formal request to the Office of the Clerk	Clerk's	Free	Immediate
25.	Staff recruitment	Advert	Accessible from the website or local dailies	Secretary to the County Assembly Service Board (CASB)	Free	Twenty one (21) days upon declaration of a vacancy
		Feedback	Must have been an applicant	Secretary to the County Assembly Service Board (CASB)	Free	Seven (7) days upon conclusion of the exercise.
26.	Training and Capacity building for effective and effective and efficient service delivery		Training requests and approvals, Resource allocation	Clerk's	Free	Continuous
27.	Public access to information		Written correspondence/ Email/	Clerk's	Free	Acknowledgement of receipt within two (2) working days

		Telephone call/Physical Inquires in line with section 8 of the Access to Information Act, 2016			Within twenty one (21) days upon receipt of application in line with sections 9 & 10 of the Access to Information Act, 2016
28.	Complaints handling	Formal written or oral complaints lodged with the Office of the Clerk	Clerk's	Free	Response on the complaint to be given within twenty one (21) days upon acknowledgement of receipt

Location

The County Assembly of Kisumu is located in Kisumu County, Kisumu Central Constituency, Kisumu City: VQW+753, Uhuru Rd, Kisumu. We also have operational ward offices (Office of the MCA) in all the 35 wards in Kisumu County.

Official working Hours

Monday - Friday between 8:00am and 5:00pm. Closed on public holidays and weekends.



Feedback

All feedback on our services should be channeled through;

Office of the Clerk

County Assembly of Kisumu

P.O Box 86 - 40100, Kisumu, Kenya

Email address: clerk@kisumuassembly.go.ke

www.kisumuassembly.go.ke

info@kisumuassembly.go.ke

Feedback form is available and can be filled and submitted online through our website



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