



REPUBLIC OF KENYA
COUNTY GOVERNMENT OF ISIOLO
DEPARTMENT OF ECONOMIC PLANNING, BUDGETING & STATISTICS



THE CITIZEN SERVICE DELIVERY CHARTER

Vision

An excellent entity in development planning, budgeting and statistics where the available county resources are managed economically, equitably, prudently and transparently

Mission

To provide effective and efficient leadership and coordination in planning, policy formulation and tracking results for a nationally competitive and prosperous county

Core Values

Professional Integrity, Passion for Results, Participatory Approach, Commitment to Team Work, Innovation and Visionary, Transparency and Accountability, Ethical Standards

No.	Service Rendered	Requirement	User Charges	Time Frame
1.	Response to enquiries/ correspondences	Formal request through: Emails	Free	24 Hours
		Telephone calls	Free	Immediately
		Customer care desk	Free	Immediately
		Letters	Free	3 days
2.	Attending to visitors	Provide information requested	Free	3 days
3.	Provision of county economic plans, budgets and statistical data to departments	Sharing of softcopies through official emails	Free	One hour
		Sharing of signed hard copies (where necessary)	Free	One day
4.	Provision of technical and professional support to sectors on economic development plans, budgets and policies	Training of SWGs and TWGs	Free	Quarterly
		Technical and professional advice to the executive on economic development plans, budgets and policies	Free	Immediately
5.	Preparation of Annual Development Plans	Submit for approval by the Cabinet and Assembly	Free	1 st September ever year
		Publishing and Publicizing	Free	Three weeks
6.	Preparation of County Annual Monitoring and Evaluation Report (CAMER)	Submit for approval by the Cabinet and Assembly	Free	30 th September every year
		Publishing and Publicizing	Free	Three weeks
7.	Preparation of C-BROP	Submit for approval by the Cabinet and Assembly	Free	21 st October Every Year
		Publishing and Publicizing	Free	Three weeks
8.	Preparation of CFSP & CDMSP	Submit for approval by the Cabinet and Assembly	Free	28 th February Every Year
		Publishing and Publicizing	Free	Three weeks
9.	Preparation of PBB & Appropriation Act	Submit for approval by the Cabinet and Assembly	Free	30 th April Every Year
		Publishing and Publicizing	Free	Three weeks
10.	Citizens' engagements on economic policy documents	Conduct public participation on economic development plans and budget documents	Free	One week
11.	Disseminate information and government policy documents to relevant government agencies (CRA, COB, COG & National Treasury)/ (Interested Development partners)	Submission of policy documents and information to the relevant government agency offices	Free	One week
		Submission of policy documents and information (when requested) to the development partners	Nil	Two days

We are committed to providing services in a fair, transparent, accountable, timely, efficient and effective manner. Any service that does not conform to the standards of this charter should be reported to:

The County Secretary,
 County Government of Isiolo,
 P.O. Box 36-60300 Isiolo.
 Email: isiolocountysecretary@gmail.com
 Website: www.isiolo.go.ke

OR

The County Chief Officer,
 Economic Planning, Budgeting & Statistics,
 P.O. Box 36-60300 Isiolo.
 Email: cceconomicplanning.statistics@gmail.com
 Website: www.isiolo.go.ke

OR

The County Director,
 Economic Planning, Budgeting & Statistics,
 P.O. Box 36-60300 Isiolo.
 Email: cdeconomicplanning.statistics@gmail.com
 Website: www.isiolo.go.ke