

REPUBLIC OF KENYA



COUNTY GOVERNMENT OF SIAYA

COUNTY TREASURY

SERVICE DELIVERY CHARTER

VISION

To be a leading sector in Planning, Research, Public Policy formulation, Coordination, Supervision and Efficiency in Financial Management.

MISSION

To provide overall leadership and policy direction in Research, Planning, Resource mobilization, Financial Management and Accountability for sustainable Socio-economic development.

CORE VALUES

The County Treasury is committed to providing quality services to all and is guided by the following core values: Customer Focus, Results Oriented, Stakeholder Participation, Professionalism, Accountability, Integrity, Transparency and Teamwork.

No.	Service Rendered	Client Obligation	User Charges	Waiting Time
1.	Provision of Financial Advisory Services	- Written requests - Verbal requests	Free	1 day
2.	Issuance of Accountable Documents	- Clearance and surrender of used books before issuance of others - Dully signed requisition note (S11) - Request letter	Free	1 day
3.	Collection & Accounting for Revenue	- Dully filled FO17 vouchers - Duplicate copies of official receipts - Collection Control Sheets - Banking slips(Pay-in-slips)	Free	1 day
4.	Supplier/Employee Definition	- Dully filled supplier definition form authorized by HSCM - Dully filled employee definition form authorized by DHRM	Free	1 day
5.	Payment Voucher(s) a)Merchants b)Personal claims	Merchants/Contractors - Dully authorized payment voucher(FO 20) - Triplicate of LPO/LSO - Store card 13(S13) - Original Invoice(s) - Original Delivery Note - RFQs from prequalified suppliers - Valid Contract Agreement - Inspection Report from the relevant committee/department - Engineer Certificate - Budgetary allocation - Availability of funds(liquidity) Personal Claims - Dully authorized payment voucher (FO 22) - Genuine /ETR receipts - Allocation (AIE) for the activity - Compliance to Government rates as per Job Group - Copies of Imprest warrant & S13 where necessary - Work Tickets/Bus Tickets/Boarding Pass	Free	5 days

6.	Payment of: a) Estate Deposits b) Retention monies	Estate Deposits ▪ Dully authorized FO.21 ▪ Letter from Chief, D.O confirming beneficiaries ▪ Certified Copy of death certificate ▪ Certified Copy of ID Retention Monies ▪ Completion certificate from the department/Engineering ▪ Original Receipt (Miscellaneous Receipt) ▪ Authorization letter from concerned department	Free	2 days
7.	Issuance of Imprest(s)	▪ Authorized Imprest request by AIE Holder ▪ Fully authorized Imprest warrant ▪ Approved budget for the Activity ▪ Availability of funds ▪ For Safari, Compliance with laid down procedures ▪ Having NO outstanding Imprest	Free	3 days
8.	Enquiries-General, payment status, creditor status, salaries deductions remittance(s) etc	▪ Written requests ▪ Verbal requests	Free	15 Minutes
9.	Submission of Quality Reports: ▪ Expenditure returns ▪ Quarterly Financial reports ▪ Management reports ▪ Annual Financial reports	▪ Stationary ▪ External Storage device(s) ▪ Contact address/e-mail address ▪ Any other relevant documentation by client department	Free	1 day
10.	Retrieval of Paid voucher(s) & Other documents from the Archives	▪ Approved request by Chief Officer Finance/Director of Finance	Free	1 day