

The Murang'a County Services Standardization Bill, 2022.

THE MURANG'A COUNTY SERVICES STANDARDIZATION BILL, 2022.

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Clauses

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A Bill For —

AN ACT of the County Assembly of Murang'a to provide for standardization of services to promote reliability, effectiveness, and improved efficiency in delivery of County Government services and for connected purposes —

ENACTED by the County Assembly of Murang'a, as follows —

I-PRELIMINARY

1. Short title.

This Act may be cited as the Murang'a County Services Standardization Act, 2022.

2. Interpretation.

“**county executive committee member**” means the county executive committee member in charge of the public service;

“**entity**” means every county department, sector, unit, directorate or otherwise that offers public services on behalf of the county government;

“**service charter**” means a public document that sets out basic information on the services provided, standards of service that customers can expect and feedback mechanisms.

3. Objects and Purpose of the Act.

The overall objects and purposes of this bill shall be to ensure there is a monitoring and evaluation system for recording, tracking and comparing County Government services to uphold quality and in particular to—

- (1) ensure standardization of the county public services to promote transparency and accountability;
- (2) compel each County Government entity to have a services charter;
- (3) have a strategic plan for all the County Government entities;
- (4) promote the competitiveness of County Government entities in delivery of quality services;
- (5) provide a platform for timely feedback to the Public and customers;
- (6) provide for the automation of County Public Services.

II- FORMULATION OF COUNTY PUBLIC SERVICES CHARTER AND STRATEGIC PLANS

4. County Service Charter.

- (1) The County secretary shall oversee formulation and implementation of the services standardization.
- (2) Every department and entity in the county shall develop and publish in the Kenya Gazette and on the county government official website and detailed charter of its services including—
 - (a) details services offered by the particular county department;
 - (b) duration by which said services are rendered;
 - (c) clear expectations of the service;
 - (d) charges, if any payable for the services;
 - (e) the officers in charge of each service; and
 - (f) a clearly spelt out internal and external complaint mechanism.
- (3) The county assembly shall approve every charter before the charter is published pursuant to Section 5 (2) above.

5. Timeline of every service to be delivered.

- (1) The services charter shall contain, and the same shall display the time duration of any service to be offered by the entity in days and weeks.
- (2) Any county entity that shall offer the said service within the time guidelines in (1) above shall notify the consumer of the service, in writing immediately or the reasons why the stipulated timelines cannot be observed and shall clearly state the new duration within which said services shall be offered.

6. Role of the Services Charter.

The major roles of the charter shall be to —

- (1) ascertain those customers enquiries and needs are attended to promptly;
- (2) ensure utmost integrity in delivery of services;
- (3) guarantee that customer information is not disclosed without their consent except as permitted by law.

7. County Government Values

The charter shall conform to organizational norms and values including —

- (1) transparency;
- (2) impartiality;
- (3) due proves; and

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- (4) implementation of national standards and adoption of best international standards and practices where applicable.

8. County Strategic Plans.

- (1) Every county government entity shall have a five-year strategic plan.
- (2) The strategic plan shall guide on the strategic objectives of each entity in delivery of services.
- (3) The strategic plan shall be reviewed and re-launched every five years.
- (4) The strategic plan should inform County Integrated Development Plan.

9. Public awareness

The county government shall create public awareness on the government services through broadcast, print, social, electronic media and annual conferences.

10. Open days

Respective departments shall convene open days to sensitize the public on government services offered.

III- AUTOMATION OF COUNTY PUBLIC SERVICES

11. Automation of All County Services.

- (1) Within 60 days upon the enactment of this Act, the County Secretary shall prepare and table a detailed plan on the automation of all county services within the next one year.
- (2) The plan in 8 (1) shall be adopted by the county assembly.
- (3) The automation shall include a system of providing updates to clients on progress on requests for service, particularly if service standards will not be met, for whatever reason.

12. Website

- (1) Each County Government department and entity shall have an up-to-date website where customers can access information on County Public Services.
- (2) The websites of all county entities and the county government shall be easily accessible and user friendly.

IV- ESTABLISHMENT OF MONITORING AND EVALUATION UNIT

13. Monitoring and Evaluation Unit.

- (1) There shall be established a unit for monitoring and evaluation of public services and personnel.

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- (2) The unit shall be domiciled in the County Department of Public Service and Administration.
- (3) The County public service shall formulate results-based management systems to ensure that there is accountability for adhering to service standards.
- (4) There shall be performance management systems for the public service for purposes of tracking the performance of employees consistently and measurably.
- (5) There shall be an effective public service reward system for recognition of good performance while sanctioning inefficiency.

14. Composition of Monitoring and Evaluation Unit

- (1) The County Public service shall ensure that the unit comprises of competitively appointed —
 - (a) director;
 - (b) assistant director
- (2) Any other officers assigned to the unit by the County Public Service Board.

15. Complaints .

- (1) A aggrieved party may lodge a written complaint to the County Secretary for the delay of services, or the violation of any of the provisions of this Act.
- (2) The county secretary shall take up the matter and shall either—
 - (a) penalize the officer or department concerned with a monetary fine;
 - (b) take necessary disciplinary action against any officers of the department.

V- MISCELLANEOUS PROVISIONS.

16. Annual Reports.

The Unit shall prepare bi-annual reports to the County assembly on the compliance of county entities with the provisions of this Act and the complaints made against any county entity including the action taken by the county secretary.

17. Regulations.

The County Executive Committee Member may make Regulations for the better carrying out of the provisions of this Act.

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MEMORANDUM OF OBJECTS AND REASONS

This Bill of the of the County Assembly of Murang'a to provide to provide for standardization of services to promote reliability, effectiveness, and improved efficiency in delivery of County Government services and for connected purposes.

PART I of the Bill provides for preliminary matters including the short title, commencement and the interpretation of words and expressions used in the Bill and the objects and purpose of the Bill.

PART II of the Bill contains formulation of a services charter and includes the role of the charter, county government values and strategic plans .

PART III of the Bill contains provisions for automation of all county public services and the creation of robust and user-friendly websites.

PART IV of the Bill creates a monitoring and evaluation unit to see overall standards are maintained.

Part V of the Bill contains miscellaneous provisions on reports and regulations.

This Bill is NOT a money Bill within the meaning of Section 21(4) of the County Governments Act, 2012 and its enactment shall NOT occasion additional expenditure of public funds.

The Bill does not contain provisions limiting the fundamental rights and freedoms set out under the Constitution.

HON. KAMOTE WACIAMA.

Chairperson Governance, Labour, Justice and Legal Affairs Committee .

County Assembly of Murang'a.