



**COUNTY GOVERNMENT OF KISUMU**  
**KISUMU COUNTY REVENUE BOARD**

**SERVICE DELIVERY CHARTER 2023-2028**

KISUMU COUNTY REVENUE BOARD  
P.O.BOX 2738 KISUMU - ACHIENG ONEKO RD



COUNTY GOVERNMENT OF KISUMU  
KISUMU COUNTY REVENUE BOARD-SERVICE DELIVERY CHARTER

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## **Forward**

This service delivery charter represents the quality and standards of various services offered by the Kisumu County Revenue Board. It enshrines the enthusiasm the board has towards satisfaction of taxpayers need for transparency, accountability and recognition of their loyalty.

It is the board's promise to the taxpayers and other stakeholders that it shall deliver on its commitments through provision of reliable revenue collection infrastructure, accounting, monitoring and reporting of all revenue streams. Further, the board believes that the great customer service entails benchmarking with international best practices, commitment to efficiency, as well as rejuvenating the entire revenue structure through research and innovation.

On behalf of the board, we therefore take this opportunity to thank His Excellency the Governor of Kisumu County, Prof. Peter Anyang' Nyong'o, E.G.H. for providing an enabling leadership for the operations of the board together with immense support from CECM Finance, Economic Planning and ICT services, Hon. George Omondi Okong'o. Our sincere appreciation to the team who tirelessly worked on the charter led by Ag. CEO CPA. Kungu J. Otieno and the entire staff of the board. We would also like to express our sincere gratitude to all the stakeholders whose views were instrumental in the development of this Service Delivery Charter.

**CPA KUNGU J. Otieno**

**Ag. CEO**

**Kisumu County Revenue Board**

**Dr. Hezron Mc' Obewa OGW**

**Chairman**

**Kisumu County Revenue Board**



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## 1.0 Background

This charter is a contract between KCRB and Kisumu Citizenry to assess, collect and account for all revenues in exchange of quality service delivery. In addition, the charter also addresses concerns related to rights and obligations of taxpayer, requirements for services, revenue related emergency issues as well as conflict management and redress mechanisms. Kisumu County Revenue Board has equally embraced diversity, equity and inclusion towards development of this charter's objectives.

The *mandate* of the board underlying this charter is to design revenue collection structures that include; human capital, accountability, transparency to taxpayers and proper reporting of revenues collected as per PFM Act 2012 and Kisumu County Administration Amendment Act 2022.

### 1.1 Vision Statement

To be the leading revenue board in the region

### 1.2 Mission

To provide high quality revenue management services to the stakeholders of Kisumu County through effective and efficient use of available resources.

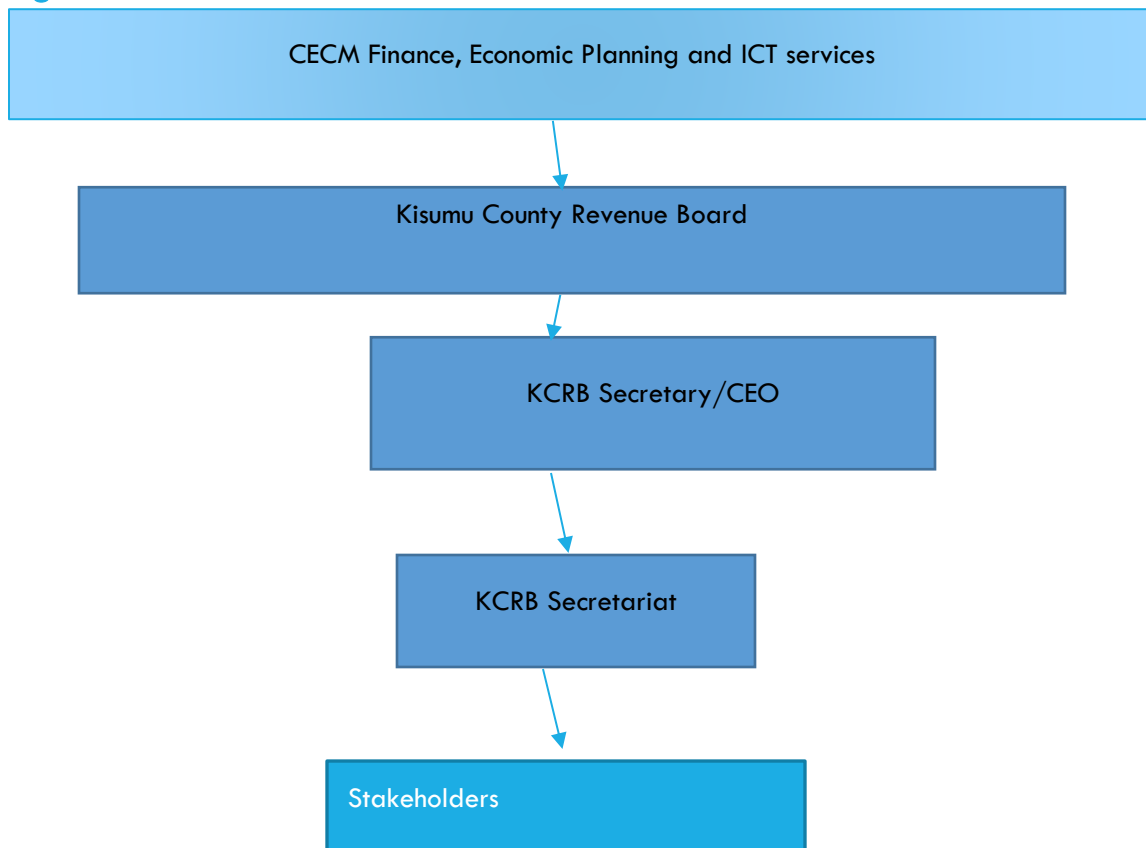
### 1.3 Core values

The core values underpinning this charter include; Integrity, accountability, transparency, professionalism, customer focus, stakeholders' engagement, teamwork, innovation, patriotism and commitment.



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## 2.0 Organization Structure



Kisumu County Revenue Board is a semi-autonomous entity with a reporting line to CECM Finance, Economic Planning and ICT services. The board is under the leadership of the Chairman who is an appointee of the Governor and supported by seven other board members appointed by the CECM Finance, Economic Planning and ICT services. The CEO serves as the board secretary as well as the head of the secretariat who have direct contacts with our stakeholders.



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## 2.1 The Boards Values and Principles of service delivery

To achieve the mission of this charter, values and principles shall be driven by the following factors;

- i. High standard of professionalism
- ii. Efficient and effective collection of revenue
- iii. Maintaining of effective internal conflict resolution
- iv. Provision of responsive, prompt and impartial services to all citizens of Kisumu County
- v. Embracing public participation at the core of decision making
- vi. Accountable and proper reporting of revenue
- vii. Advisor on revenue enhancement strategy
- viii. Management and training of human capital
- ix. Promote diversity equity and inclusion
- x. Embracing technology and innovation

## 2.2 Clients

The Board puts its stakeholders, (the public, Executive, County Assembly and National Government) and public participation at the core of its business.



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A. Registration of Business			
Details	Requirements	Application Fee	Timeline
Business License	Plot Number Business ID Business Name E-Citizen Account	Sub counties Ksh.200 City Ksh. 400	1-7 days
B. Processing of payments			
Details	Requirements	Fee	Timeline
Land rates	Title deed KRA PIN Certificate Sale Agreement ID Copy	Nil	1 Day
House Rent	Lease Agreement Allotment letter KRA PIN certificate ID Copy	Nil	1 Day
Outdoor advertisement	Company Name KRA PIN Certificate Certified Deposit Slip	Min Ksh. 2000	1 Day
Building plans approval	Sale Agreement Title deed Copy ID Copy Certified Deposit Slip	Nil	1 Day
Claim for refund	Invoice Proof of payment	Nil	1 -30 days
C. Complaints handling and access to information			
Details	Requirements	Fee	Timeline
Complaint handling	Telephone		



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	Verbal Written	Nil	1-2 days
Access to information	Payment slip	Nil	1 Day
Whistle blowing	None	Nil	24 hrs
Emergencies	None	Nil	Real time

### 3.0 Rights and obligations

Taxpayer's Rights	Taxpayer's Obligations
Right to information	Claim for refund
Right to questions	Registration of business premise
Right to answer	Payment of tax and penalties
Right to Presumption of honesty	Objection
Right to Privacy	Cooperate with revenue officers
Right to Confidentiality	Disclosure of relevant information
Right to Identification	Payment of convenience fee
Right to complain	
Right to Representation	
Right to Objection	
Right to Dispute resolution	





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## 4.0 Feedback

The board takes clients' feedback seriously and wishes to recommend as follows;

- i. Complaints, compliments and suggestions to be channeled through the customer care service desk.
- ii. Safeguarding/ sexual harassment cases to be channeled through; Complaint channel box/ drop box, Email or Toll free number
- iii. All feedback will be treated with utmost secrecy and confidentiality
- iv. The board guarantees confidentiality to all whistle blowers

## 5.0 Review of the customer service delivery

To guarantee quality service delivery to the clients within Kisumu County and beyond, the board shall through consultation with stakeholders, review the charter every five years with a possibility of medium term review based on emerging uncertainties

## 6.0 Contacts

Name of entity	Contact	Electronic
Kisumu County Revenue Service Board	P.O.BOX 2738-40100 Kisumu Chieng' Oneko Road	<i>E-Mail</i> <i>Mobile no.</i> <i>Facebook</i>