



COUNTY GOVERNMENT OF LAIKIPIA



"The Greatest County with the Best Quality of Life"

OFFICIAL WEBSITE USER MANUAL

A Step-by-Step Guide for Citizens & Officials

Portal URL: new.laikipia.go.ke

Official Branding & Communication Standards:

- **Primary Corporate Colors:** Forest Green & Imperial Gold
- **Hotline:** 0740 031 031
- **Official Email:** info@laikipia.go.ke
- **Operating Hours:** Monday – Friday, 8:00 AM – 5:00 PM (Portal accessible 24/7)
- **Headquarters:** Governor's Office, P.O. Box 46 - 20321, Rumuruti – Kenya



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SECTION 1: Introduction & Purpose of the Website

Welcome to the official digital hub of the **County Government of Laikipia (CGL)**. This exhaustive user manual provides clear, structured, step-by-step guidance to ensure that citizens, visitors, and government officials can seamlessly interact with our unified digital governance ecosystem.

The public web portal serves as a transparent vehicle for service delivery, civil engagement, and administrative efficiency. Through this portal, users can:

- Access up-to-the-minute news, official updates, and executive announcements.
- Review comprehensive structural workflows and portfolios for all 8 County Departments.
- Download official government publications, statutory forms, legislative frameworks, and planning policies.
- Participate in open public procurement processes via a centralized tender filtering module.
- Formally lodge complaints, feedback, and structural issues through a state-of-the-art Grievance Redress Mechanism (GRM).
- Apply for financial empowerment programs, including the local Enterprise Fund and cross-cutting development loans.
- Establish instant, direct communication channels with designated county administrative officers.

SECTION 2: How to Open the Website

Navigating to the official web application requires simple, baseline internet connectivity across mobile, tablet, or desktop systems.

Step-by-Step System Access:

1. **Launch Web Browser:** Open a standard, secure web browser application (e.g., Google Chrome, Mozilla Firefox, Apple Safari, or Microsoft Edge).
2. **Input Target Uniform Resource Locator (URL):** Click on the top address input bar, type **new.laikipia.go.ke**, and press Enter or Go.
3. **Authentication & Security Verification:** The network system will establish a handshake via encrypted protocols (<https://>). Within moments, the dynamic homepage featuring the official Laikipia County Logo and a revolving dynamic photo banner will load.
4. **Landing Confirmation:** Upon successful loading, you will be situated directly on the Master Homepage. You can check network initialization status anytime via browser diagnostics if connectivity fails.



SECTION 3: Understanding the Homepage

The layout of the primary landing page provides immediate access to essential services and institutional metrics through several distinct zones:

[HOURS: Mon-Fri 8AM-5PM] [OFFICIAL PORTAL] [0740 031 031]

COUNTY GOVERNMENT OF LAIKIPIA

Logo "The Greatest County with the Best Quality of Life"

[About CGL] [Government] [Investments] [Resources] [Departments]

SLIDING PHOTO BANNER

(Wildlife, Agriculture, County Projects)

COUNTY STATISTICS

[Population] [Area (km²)] [% Productive Land] [Gross Product]

| GOVERNOR'S MESSAGE | DEPARTMENTS SECTION | COUNTY BULLETIN/NEWS |

| Hon. Joshua Irungu | (8 Interactive Boxes) | (Latest News Feed) |

| TEMBEA LAIKIPIA | DEVELOPMENT PARTNERS | FOOTER |

| (Tourism Showcase) | (FLLoCA, KDSP II, FSRP)| (Quick & External Link)|

Detailed Structural Mapping:

- **Header Utility & Top Bar:** Hosts operating hours (Mon-Fri, 8AM-5PM), live server-time validation, the "OFFICIAL PORTAL" identifier, and the public hotline toll connection (0740 031 031).
- **Identity Area:** Holds the circular crest logo flanked by the county vision statement.
- **Central Navigation Array:** Desktop horizontal dropdown array (or mobile triple-line "hamburger" layout) directing traffic to all structural branches of the portal.
- **Dynamic Rotating Carousel:** Automatically shifts through rich media documenting agricultural infrastructure, wildlife management, and regional socio-economic development.
- **Macro-Economic Metric Board:** Highlights key data, including regional census numbers, geographical footprints in square kilometers, agricultural yield maps, and the overall Gross Product recorded for Fiscal Year 2025/26.
- **Executive Welcome:** Features an introductory vision brief by **Hon. Joshua Irungu EGH**, Governor of the County Government of Laikipia.
- **Department Dashboard:** Contains 8 clickable grid modules representing each county department.
- **Corporate Bulletin Engine:** A live feed displaying the most recent administrative notices and community announcements.
- **Tembea Laikipia Block:** An interactive module highlighting local tourism, conservancies, and hospitality infrastructure.



- **Development Partner Board:** Validates external collaborations with international and national development programs (e.g., FLLoCA, KDSP II, FSRP).
- **Universal Footer Matrix:** Features institutional endpoints, including deep links to sub-systems (Laikipia Pay, Assembly, University), official social media handles, and legal copyright documentation.

SECTION 4: The Navigation Menu - Getting Around the Site

The master menu structure allows users to access any sub-service within two clicks. Below is a map of the navigation drop-down paths:

- **About CGL**
 - *Homepage Anchor:* Universal reset to the central landing board.
 - *Urban Municipality Sub-portals:* Gateway links to individual municipal management portals:
 - Rumuruti (rumuruti.laikipia.go.ke)
 - Nanyuki (nanyukimunicipality.go.ke)
 - Nyahururu (nyahururu.laikipia.go.ke)
- **Government**
 - *Executive Branch:* Governor, Deputy Governor, County Secretary, and County Attorney.
 - *Technical & Policy Branch:* CECMs, Chief Officers, County Directors, and Chief Executive Officers.
 - *Legislative & Elective Mapping:* Comprehensive registry profiles of all elected Members of County Assembly (MCAs) and related elective leaders.
- **Investments**
 - *Enterprise Fund:* Micro-financing opportunities for youth, women, and local traders.
 - *Loans & Funding:* General application channels for corporate grants, partner-funded credit lines, and local industry incentives.
- **Resources**
 - *Procurement Hub:* Centralized Tender Engine.
 - *Public Information Registry:* Official Publications, Statutory Acts, Strategic Development Plans, and Policy Documentation.
 - *Program Logs:* Central tracking for partner-supported initiatives (FSRP, KDSP, FLLoCA).
 - *Communication & Privacy:* Contact channels and official Data Protection and Privacy Policies.
- **Departments**
 - Direct links to individual landing pages for all 8 county ministries.



- **JOIN**

- *Civic Tools*: Public Participation announcements, schedules, and reports.
- *Accountability Tools*: The online Grievance Redress Mechanism (GRM) Portal.
- *Internal Access*: Secure Staff Login endpoint for administrative personnel.

Universal Feature Note: The platform includes an internal search system. Use the search bar near the top banner to query items like "Health", "Water", or "Budget".

SECTION 5: About the County Government (About CGL)

This section maps the structural organization of Laikipia County into three core urban centers. These centers operate as distinct municipal entities to deliver tailored localized services.

Municipality Entity	Dedicated Portal Subdomain Address
Rumuruti Municipality	rumuruti.laikipia.go.ke
Nanyuki Municipality	nanyukimunicipality.go.ke
Nyahururu Municipality	nyahururu.laikipia.go.ke

Selecting any municipal option automatically redirects the user's browser context to the corresponding urban dashboard. These dashboards manage local zoning, infrastructure, market logistics, and utility bills.

SECTION 6: Government Leaders & Officials

This directory outlines the administrative hierarchy of the County Government, detailing the responsibilities and portfolios of its leadership:

Executive Hierarchy Profile Breakdown:

- **The Governor**: Chief Executive Officer of the County Government. Currently held by **Hon. Joshua Irungu EGH**. This executive portfolio features the leader's biographical profile, developmental agenda, policy directions, and direct communiqués to the general public.
- **Deputy Governor**: Formally assists the Governor in executive duties, serves as acting head during executive absence, and oversees specific assigned development projects.
- **County Secretary**: The head of the County Public Service. Responsible for managing inter-departmental efforts, tracking cabinet minutes, and directing general public service operations.
- **County Attorney**: The primary legal advisor to the government. Manages all civil disputes, drafts statutory bills, and defends the county's legislative frameworks.
- **County Executive Committee Members (CECMs)**: Appointed cabinet ministers who oversee policy implementation, resource management, and service delivery across their respective departments.



- **Chief Officers:** Senior technical accounting officers who manage day-to-day budgets, human resources, and project execution within each department.
- **County Directors:** Technical specialists who head specific directorates under each department (e.g., Director of ICT & Digital Governance).
- **Chief Executive Officers (CEOs):** Manage semi-autonomous county agencies, commercial boards, and public enterprise programs.
- **Elective Positions:** A directory featuring regional Members of the County Assembly (MCAs). This database lists local representatives alongside their respective ward boundaries and committee assignments.

SECTION 7: County Departments - What Each One Does

Laikipia County operates through 8 centralized departments. Each department manages specific sectors of public service and infrastructure development.

Complete Functional Directory:

1. Finance, County Treasury & Economic Planning

- **Core Responsibilities:** Revenue collection, budget allocation, economic planning, and compliance monitoring.
- **Public Services:** Centralized financial management, local revenue administration, and publishing quarterly economic briefs.

2. Agriculture, Irrigation, Livestock & Fisheries

- **Core Responsibilities:** Food security, extension services, disease control, and agricultural modernization.
- **Public Services:** Technical extension workshops, subsidized input distribution, irrigation engineering support, and management of public slaughterhouses.

3. Water, Climate Change, Environment, Natural Resources, Tourism & Wildlife

- **Core Responsibilities:** Clean water supply, climate action planning, environmental protection, and tourism development.
- **Public Services:** Rural and urban water connections, waste management, conservation drives, and eco-tourism promotion.

4. Administration, Devolution, ICT & Public Service

- **Core Responsibilities:** Sub-county coordination, citizen engagement, public service training, and digital transformation.



- **Public Services:** Human resource management, running village-level town halls, and managing digital portals and government networks.

5. Lands, Infrastructure, Urban Development & Energy

- **Core Responsibilities:** Road network expansion, public works, land adjudication, and renewable energy deployment.
- **Public Services:** Spatial plan development, building safety inspections, land survey mapping, and street lighting installation.

6. Trade, Enterprise & Cooperative Development

- **Core Responsibilities:** Market infrastructure, micro-enterprise support, cooperative regulation, and the creative economy.
- **Public Services:** Market stall licensing, cooperative audits, business training, and youth creative grants.

7. Laikipia Health Service

- **Core Responsibilities:** Public hospital management, primary healthcare delivery, preventative medicine, and medical procurement.
- **Public Services:** Managing universal health coverage, carrying out immunization campaigns, providing free maternal care, and running outpatient clinics.

8. Education, Gender, Sports, Youth & Social Services

- **Core Responsibilities:** Early Childhood Development Education (ECDE), vocational training, sports talent identification, and social safety nets.
- **Public Services:** Managing ECDE centers, running youth polytechnics, building sports facilities, and providing support funds for vulnerable communities.

Service Access Protocol:

[Hover/Click on "Departments"] > [Select from Dropdown List] > [Review Specific Mandates & Contacts]

SECTION 8: Investments - Enterprise Fund & Loans

The Investments section provides individuals, organized groups, and local businesses with direct access to credit facilities and capital support programs.

8.1 The Enterprise Fund

- **Target Beneficiaries:** Registered youth groups, women's groups, self-help groups, and micro-scale local entrepreneurs.
- **Strategic Intent:** Job creation, local industry growth, and removing traditional financial barriers for micro-enterprises.
- **Portal Interface Content:** Details on interest rates, mandatory guarantor conditions, group registration validation, and scheduled application review cycles.



8.2 Loans and Funding Modules

- **Target Beneficiaries:** Small and Medium Enterprises (SMEs), agricultural cooperatives, and local infrastructure developers.
- **Strategic Intent:** Providing matching grants, co-funded credit facilities, and partner-backed venture financing.
- **Portal Interface Content:** Downloadable applications, repayment schedules, and a comprehensive checklist of required compliance documents.

Application Steps:

1. Navigate to Investments and select either Enterprise Fund or Loans and Funding.
2. Review the eligibility rules, document checklists, and application guidelines for your chosen program.
3. Prepare your application following the online steps, or use the provided contact details to submit your paperwork to the relevant county officer.
4. *Online Payment Reference:* For commercial licensing, market dues, or statutory application fees, visit our integrated payment engine at **laikipiapay.com**.

SECTION 9: Resources – Jobs, Tenders, Documents & News

The Resources menu serves as the primary system registry for procurement, documentation, and news tracking.

9.1 The Advanced Central Tender Engine (Procurement Portal)

To view and download active procurement opportunities, follow these steps:

Step 1: Click 'Resources' from Main Header Navigation Panel



Step 2: Select 'Tenders' sub-option link



Step 3: Apply 'Department Filter' Dropdown Selection Tool (e.g., Laikipia Health Service)



Step 4: Scan live Data Matrix View Column Map:

Tender Number	Description / Title	Department	Closing Date	Action Button
---------------	---------------------	------------	--------------	---------------



Step 5: Click the 'Action' (Download/View) Button to save the full tender package

Note: The platform blocks submissions after the posted closing date and time. If the screen reads "There are currently no open procurement tenders," the database is currently empty.



9.2 Official Documents Registry

This open repository provides free access to official county records. Users can search and download files directly to their devices:

- *Financial and Strategic Records:* Annual County Budgets, County Integrated Development Plans (CIDPs), and Annual Development Plans (ADPs).
- *Legal Frameworks:* Gazetted County Acts, Legislative Bills, and Executive Orders.
- *Operational Templates:* Standardized Departmental Forms, License Applications, and Survey Questionnaires.

9.3 News Feed & County Bulletin

A historical archive that documents county developments, sorted with the newest articles first:

- *Content Scope:* Launch dates for local projects, public safety notices, and national government announcements.
- *Navigation:* Use the pagination controls ([1], [2], [3], [...]) at the bottom of the feed to browse older articles.

9.4 Data Protection and Privacy Policies

This section details how the county complies with data protection laws. It describes how the system secures citizen information submitted through the portal's contact forms and grievance mechanisms.

SECTION 10: Special Development Programs

Laikipia County collaborates with national and international development partners to implement targeted regional programs. This dedicated section provides information on key initiatives, funding distributions, and localized project sites:

- **Food Systems Resilience Program (FSRP):** Focuses on improving regional food security. It provides local farmers with climate-resilient seeds, asset funding, and training on post-harvest management.
- **Kenya Devolution Support Program (KDSP):** A national initiative designed to improve governance. It funds capacity-building projects for county staff, enhances asset management, and refines public financial systems.
- **Financing Locally Led Climate Action (FLLoCA):** Connects international climate finance directly with local communities. It funds climate adaptation projects, including community tree nurseries, water harvesting infrastructure, and green energy deployment.
- **Project Management Tracking System (PMTS):** An online tracking dashboard that monitors the implementation status, budget usage, and physical progress of county infrastructure projects. This tracking module is accessible at laikipia.go.ke/pmts/.



SECTION 11: JOIN - Public Participation

The JOIN menu provides citizens with digital tools to participate in government decision-making, exercise their constitutional rights, and monitor performance.

- **Public Participation Sub-portal:** This module gives citizens early access to upcoming development plans, budget proposals, and spatial planning drafts. It lists the dates, times, and venues for upcoming town halls and ward forums, provides downloadable summaries of past sessions, and shows how public input has shaped final policy decisions.
- **Grievance Redress Mechanism (GRM) Portal:** A secure dashboard where users can submit complaints about service delays, project issues, or staff conduct. This system automatically routes entries to the relevant department for resolution.
- **Staff Login Gateway:** A restricted login portal for authorized county employees to access internal administrative networks and workflows.

SECTION 12: Grievance Redress Mechanism (GRM) Portal

The GRM Portal is a specialized tool that helps the county maintain transparency and accountability by allowing citizens to submit complaints or feedback directly to county administrators.

ONLINE GRM SUBMISSION SCREEN

1. Full Name: [Enter your full first and last name]
2. Contact Hook: [Enter a valid Mobile Number OR Email Address]
3. Target Entity: [Select Department / Development Program from Dropdown Menu ▼]
4. Content Link: [Connect related Tender, News Article, or Document (Optional) ▼]
5. Narrative Box: [Clearly describe your concern. Include specific details]
[such as dates, locations, and any previous actions taken.]
[SUBMIT FORM] < (Green Validation Button)

Routing Directory for Grievances:

Complaints and feedback can be routed directly to any of the following departments or programs:

- Department of Trade, Enterprise and Cooperative Development
- Department of Lands, Infrastructure, Urban Development and Energy
- Laikipia Health Service
- Department of Education, Gender, Sports, Youth and Social Services
- Department of Administration, Devolution, ICT and Public Service Management



- Department of Water, Climate Change, Environment, Natural Resources, Tourism and Wildlife
- Department of Agriculture, Irrigation, Livestock and Fisheries
- Department of Finance, County Treasury and Economic Planning
- Financing Locally Led Climate Action (FLLoCA)
- Food Systems Resilience Program (FSRP)
- Kenya Devolution Support Program II (KDSP II)
- Enterprise Fund Administration

System Note: Ensure your contact information is correct. The system will send automated status updates and resolution notifications directly to your phone number or email address.

SECTION 13: Contact Us - How to Reach the County

The Contact Us page provides a clear channel for inquiries, formal information requests, or general correspondence with the county administration.

Sending an Online Message:

1. Open the menu, go to Resources, and select Contact Us.
2. Enter your full name in the required field marked with an asterisk (*).
3. Provide a valid email address to receive replies from the relevant department.
4. Select the target department from the dropdown menu to route your message correctly.
5. Enter a clear, concise subject line (e.g., *Registration Inquiry for Rumuruti Youth Polytechnic*).
6. Write your detailed message in the main text area, and click the **Submit Message** button.

Central Directory of Regional Offices:

Regional Office Location	Physical Mailing Address	Official Email Root	Public Contact Hotline
County Headquarters (Governor's Office)	P.O. Box 46-20321, Rumuruti, Kenya	info@laikipia.go.ke	0740 031 031
Laikipia West Sub-County Office	P.O. Box 46-20321, Rumuruti, Kenya	info@laikipia.go.ke	0740 031 031
Laikipia East Sub-County Office	P.O. Box 46-20321, Rumuruti, Kenya	info@laikipia.go.ke	0740 031 031
Laikipia North Sub-County Office	P.O. Box 46-20321, Rumuruti, Kenya	info@laikipia.go.ke	0740 031 031



SECTION 14: Staff Login & Internal Tools

This section is restricted to authorized employees of the County Government of Laikipia. It connects internal users with core administrative tools:

- **Staff Login Dashboard:** To access internal administrative systems and databases, navigate to the JOIN menu and select Staff Login. Authenticate using your official government email credentials (@laikipia.go.ke).
- **Staff Webmail Access Gateway:** Employees can access the secure webmail system by clicking the Staff Mail link at the top of the portal. This link routes users to the webmail server at **laikipia.go.ke:2096**.
- **County Recruitment Portal:** Career opportunities, internal promotions, and public service openings are managed through the centralized recruitment dashboard. This job board is accessible via the main website or directly at **laikipia.go.ke**.

ICT Support Note: If you encounter authentication issues, password locks, or need to reset your login credentials, please contact the internal ICT support team by emailing info@laikipia.go.ke or calling the main support desk at 0740 031 031.

SECTION 15: Quick Links & External Portals

The website footer contains direct links to external legislative, educational, and payment platforms linked to the county network:

Destination Portal Platform	Functional Purpose	Direct System Web Address
LaikipiaPay Platform	Online processing for parking, business permits, land rates, and cess fees.	laikipiapay.com
Laikipia University Portal	Official website for academic and research information.	laikipiauniversity.go.ke
Laikipia County Assembly	Portal for legislative tracking, transcripts, and regional bills.	laikipiaassembly.go.ke
Official Facebook Feed	Live stream for daily news, event coverage, and public notices.	[facebook.com/CountyGovernmentofLaikipia] (https://facebook.com/CountyGovernmentofLaikipia)
Official X (Twitter) Channel	Micro-blogging feed for immediate public service alerts.	[x.com/LaikipiaCountyG] (https://x.com/LaikipiaCountyG)



Governor's TikTok Account	Video portal for youth outreach and development campaigns.	[tiktok.com/@joshuairungu031] (https://tiktok.com/@joshuairungu031)
Project Tracking (PMTS)	Public tracking dashboard for regional infrastructure works.	laikipia.go.ke/pmts/
Recruitment Dashboard	Central application portal for public service careers.	laikipia.go.ke

SECTION 16: Frequently Asked Questions (FAQs)

Q: Is there an access fee or subscription charge to use the portal?

A: No. The website is an open public resource and is completely free to access. Standard data charges from your mobile or internet provider still apply.

Q: Is the portal responsive on mobile operating networks?

A: Yes. The portal uses a responsive layout that automatically scales to fit smartphone screens, tablets, and desktop monitors.

Q: How can I check if there are active business opportunities with the county?

A: Go to Resources, select Tenders, and filter the results by your target department to view active procurement opportunities.

Q: What is the estimated response time for tracking a submitted grievance?

A: Turnaround times vary based on how complex the issue is. Emergency items or safety reports are prioritized, and status changes are sent directly to your provided contact methods.

Q: How can I identify the elected assembly representative for my specific ward?

A: Open the Government menu, click on Elective Positions, and look up your ward name to view your MCA's profile and contact details.

Q: What should I do if a specific policy document or application form returns a file-not-found error?

A: Enter keywords into the search bar at the top of the site. If the file is still missing, use the form on the Contact Us page to alert the documentation clerk.

Q: Are annual county budget statements available for public review?

A: Yes. Go to Resources and open the Official Documents section to view or download public budget sheets and audit reports.



Q: I am a commercial vendor; how do I evaluate the precise performance terms of a posted project?

A: Click the action button next to any tender listing to download its full requirements package, which includes technical criteria and delivery schedules.

Q: Who should I alert if a section of the portal displays systemic script or rendering errors?

A: Please report technical issues directly to our ICT engineering team by emailing info@laikipia.go.ke or calling 0740 031 031.

Q: Can the documentation on this portal be used as an official source for legal or compliance references?

A: Yes. This is the official digital portal for the County Government of Laikipia. All published materials are verified and approved by the county executive.

SECTION 17: Contact & Support

If you need technical assistance, have questions about portal navigation, or require help accessing services, our support teams are available through the following channels:

- **Public Telephone Hotline:** 0740 031 031 (*Available Monday through Friday, 8:00 AM to 5:00 PM*)
- **Official Correspondence Email:** info@laikipia.go.ke
- **Web Portal Address:** [<https://new.laikipia.go.ke>] (<https://new.laikipia.go.ke>)
- **Central Administration Headquarters:** Governor's Office, P.O. Box 46-20321, Rumuruti, Kenya
- **Social Channels:**
 - *Facebook:* [facebook.com/CountyGovernmentofLaikipia] (<https://facebook.com/CountyGovernmentofLaikipia>)
 - *X (formerly Twitter):* [x.com/LaikipiaCountyG] (<https://x.com/LaikipiaCountyG>)

Document Control:

This operations manual was developed by the *Directorate of ICT & Digital Governance* under the *Department of Administration, Devolution, ICT & Public Service Management*. It serves as an official guide to using the County's Digital Platforms.