

THE KAJIADO MUNICIPALITY SERVICE CHARTER The Municipality of Kajiado



	DIRECTORATE	FUNCTIONS	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINES		
1.	Directorate of Human Resources, Administration and Corporate Services	 Citizen Participation and Empowerment Programs 	Citizen participation fora	Clear Enquiry or communication	Free	Quarterly		
		 Municipal Branding and Marketing Municipal image Outdoor advertising Roads & Business signage 	Branding of Municipal vehicles/Offices	Clear Enquiry	Incidental costs	On need basis		
		 Human Resource Management HR Administration & Staff welfare management Labour Relation Management & Employee Wellness Skills Development 	Development of HR manuals, Salary structures, HR audits, and surveys and sensitization programmes on HR policies and strategies. Training for Capacity building for Municipal staff	List of names and contact of staff.	Free Incidental costs	On need basis 5 working days		
		Pension Management	Financial literacy services	Formal request	Free	On need basis		
		• ICT Services	Internet connectivity services	Application	Incidental cost	On need basis		
		Customer Care Services	Resolution of customer complains and response to inquiries from all customers	Reported Complain or Enquiry	Free	On need basis		
		Records & Archives	Retrieval of records	Clear enquiry	Free	On need basis		
		Cleaning Services	Mazingira Unit services For market cleaning and its surrounding	Clear enquiry or communication	Free	Daily		
2.	Directorate of Finance and Economic Planning	 Supply Chain Management Demand & Acquisition Management Stores and Disposal Management Budget, Reporting and Expenditure 	Supply and delivery Accountants to prepare procurement plan and budgets.	Clear enquiry Letter on enquiry or communication formally received	Incidental costs Free	On need basis Within 30 Days		
		Services o Asset Management o Creditors o Payroll	Financial Reporting on SOEs and Annual performance Report		Free	Quarterly		
		 Revenue Services Rates & Taxes Debtors & Cashiers Credit Control 	Revenue collection	Clear enquiry	Incidental	On need basis		
		Finance and Accounts	Performance Evaluation	Annual Performance report	Free	Annually		
		Municipal Board Services	Services as per the Municipal Chartert	Application	Free	Annually		
3.	Directorate of Urban Planning and Development Control	Development Control Services						
		Development permit	Change of use	Application	As per CGK Finance Act	On need basis		
			Development approval	Application	As per CGK Finance Act	On need basis		
		Integrated Dev. Planning	Thematic maps	Application Form	600/- per map	On need Basis		
		Local Economic Development	Thematic maps	Application	600/- per map	On need Basis		
		Performance Management Systems	Thematic maps	Application	600/- per map	On need Basis		
		GIS and GSE	Mapping services	Application	600/- per map	On need Basis		
		 Urban Planning & Building Control Business advertising and signage Building Control Town Planning Road's signage Street furniture 	Building Inspection by Municipal Planner/Surveyor	Letter on enquiry or communication formally received	1,500/=	On need basis		
		Valuation services	Plot valuation	Application	2% of the plot value	On need basis		
		Quantity surveying	Project costing	Application	2% of project cost	On need basis		
		 Housing Services Housing Projects Housing Finance Housing Administration 	Partnership	Partnership agreement	As per the partnership deed	On need basis		

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1	Directorate of Engineering, Water and Disaster	Civil Engineering Services				
	Management	Roads & Storm Water Services	Construction and Maintenance	Formal Request	Free	Financial Year
		Transport network Planning, Compliance	Construction and Maintenance	Formal Request	Free	Financial Year
		Project Management Services	Infrastructure project Management	Formal Request	AS per EBK Scale of fees	On Need Basis
		Fire fighting	Provision of technical assistance to fight fire disasters.	Formal Request	10,000/=	On Need Basis
		Street lighting and service lines	Construction and Maintenance	Formal Request	Free	Financial Year
		Structural Engineering	Building compliance inspection.	Development Application	12,000/=	On Need Basis
		Mechanical Engineering	Building compliance inspection.	Development Application	12,000/=	On Need Basis
		Electrical installation and controls	Building compliance inspection.	Development Application	12,000/=	On Need Basis
		Water & Irrigation infrastructure	Construction and Maintenance.	Formal Request	Free	Financial Year
		Water Services and Management	Construction and maintenance	Formal Request	Free	Financial Year
		Disaster Management	Firefighting equipment	Formal Request	Free	Financial Year
		Water Services and Management	Construction and maintenance	Formal Request	Free	Financial Year
		Solid Waste Management	Mazingira Unit service	Formal communication	Free	Daily
		• Environmental Monitoring & Compliance	Mazingira Unit service	Formal communication	Free	Daily
		Refuse collection & Transportation	Mazingira Unit service	Clear Enquiry or Formal communication	Free	Daily
		 Conservation and protection of water catchment areas 	Tree planting & protection of riparian lands	Formal request	Free	On need basis
		Public Healthcare Services	Building Occupation certificate	Formal request	3000/-	On need basis
		Markets management	Waste management	Formal request	Free	On need basis
		Climate Change Mitigation Measures.	Tree planting	Formal request	Free	On need basis
		Carbon Credit Services.	Tree planting	Formal request	Free	On need basis
	Directorate of Community and Social Services	Gender Mainstreaming Services	Community awareness campaign	Formal request	Free	On need basis
		Sports and Talents Development Library Carriage	Use of public roads for runs	Application	1,500/=	On need basis
		• Library Services	Hiring of open spaces within			
		Public Parks and squares	the municipality per day	Application	10,000/=	On need basis
		• Cemeteries	Burial permit	Application	5,000/=	On need basis
		Agricultural Extension Services	Extension services	Clear enquiry	10,000/=	On need basis
		Education and Technical Training	Infrastructure development	Formal request	Free	On need basis
		County Line ministries	Partnership	Formal request	Free	On need basis
		National Government	Partnership / Cordination	Formal request	Free	On need basis
		• International partners	Partnership /Funding	Formal request	Free	On need basis
		• NGOs	Partnership /Funding	Formal request	Free	On need basis
		• CBOs	Accreditation of Community Based Associations (CBOs)	Accreditation Certificate	1500 (paid once)	2 working days
			Regulation / Zoning / Planing	Accreditation Certificate	1500 (paid yearly)	2 working days
		• Institutions				
		CDFReligious Orgs				
		National Gov. Agencies				
		Women Rep related Funds Senatorial related Funds				
		Senatorial related Funds				