



CITY BOARD OF NAKURU

CITIZEN SERVICE CHARTER

S/ NO.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1	Development surveillance	1. on-line application 2. Payment of requisite fee 3. Compliance with set standards	As per CGN Finance Act	30 days
2	Control of outdoor advertisement	1. on-line application 2. Payment of requisite fee 3. Compliance with set standards	As per CGN Finance Act	48 hours
3	Dumping authorization at designate site	Formal application	As per CGN Finance Act	Immediately
4	Refuse collection services	Payment of requisite fees	As per CGN Finance Act	According to timetable
5	On-street parking management	Payment of requisite fees	As per CGN Finance Act	Immediately
6	Promote and undertake infrastructural development and inspection within the city	Public participation in project identification	Nil	As specified in the contract document

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to the following;

City Manager,
City of Nakuru
City Board of Nakuru
P.O BOX 2870-20100,
NAKURU-KENYA
EMAIL: nakurucityboard@nakuru.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0)20 2270000/2303000
Email : feedback@ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT