



REPUBLIC OF KENYA

COUNTY GOVERNMENT OF NAKURU

MUNICIPALITY OF GILGIL

SERVICE CHARTER



Who We Are

The Municipality derives its mandate from the Constitution of Kenya 2010, the Urban Areas and Cities Act, County Governments Act, Physical and Land Use Planning Act, Public Finance Management Act, Public Health Act and delegated functions from the County Government. Its responsibilities include urban planning, development control, roads, drainage, street lighting, solid waste management, environmental management, public parks, markets, municipal revenue administration, housing, customer care and municipal administration.

Vision



A clean, inclusive, economically vibrant and well-planned municipality for a sustainable urban future.

Mission



To provide efficient, innovative, inclusive and sustainable municipal services through effective governance, prudent resource management, stakeholder participation and strategic partnerships.

Core Values

• Integrity • Accountability • Professionalism • Transparency • Equity • Customer Focus • Innovation • Teamwork
Inclusivity • Environmental Stewardship • Excellence • Responsiveness

Overall Goal

The overall goal of the Department is to ensure that human settlements are planned and surveyed and people housed in a clean and healthy environment.

Strategic Objectives

- Deliver efficient and quality municipal services.
- Promote sustainable urban development.
- Improve customer satisfaction.
- Enhance accountability and transparency.
- Promote economic growth and investment.
- Improve environmental sustainability.
- Strengthen public participation.
- Enhance institutional efficiency.

S/No.	SERVICE RENDERED	CLIENT REQUIREMENT	CHARGES	TIMELINE
1.	Customer enquiries and information	Visit office, telephone or written request	Free	Immediate
2.	Complain handling & feedback	Resolution of the complain	Free	7 days
3.	Management and acknowledgment of correspondence	Acknowledgment of correspondence	Free	Immediate
4.	Solid waste collection	Registered premises and payment where applicable	As per county finance act	Continuous
5.	Advertisement	Application letter, forms	As per county finance act	Within 60 days
6.	Review of building application	• Proof ownership • Dully signed architectural designed • Land rates clearance • Structural drawing • Dully drawing indemnity forms	As per county finance act	Within 60 days
7.	Building inspection	• Approved architectural drawing • Approved structural designs • Approved indemnity forms	As per county finance act	Continuous
8.	Road maintenance request	Written request indicating location	Free	Site inspection within 7 working days
9.	Drainage maintenance request	Complain/request	Free	Inspection within 7 working days
10.	Flood mast lighting fault reporting	Report exact location	Free	Within 7 working days
11.	Public participation forums	Attendance by stakeholders	Free	As scheduled
12.	Procurement process	• Pre-qualification • Tendering • Opening • Evaluation • Notification	Free	Within 30 days
		Contract signing	Free	14 days after notification of award
		Site handing over	Free	7 days after signing of contract
		Project inspection	Free	Continuous
		Issuance of completion certificate	Free	1 week upon request
		Process of payment	Free	4 weeks
13.	Public complain and compliment	Complain form, email or verbal report	Free	Acknowledge within 1 working day and resolved within 14 working days

Your Rights as Our Customer



Receive quality service; courteous treatment; timely response; equal treatment; access to information; confidentiality; participation in decision-making; receipt for all payments; fair hearing of complaints; access to services without discrimination.

Your Responsibilities as Our Customer



Provide accurate information; comply with municipal by-laws; pay applicable fees promptly; submit complete applications; protect public infrastructure; maintain cleanliness; participate in public forums; report corruption and illegal developments; treat staff with respect.

IN CASE OF INQUIRIES / COMPLAINTS - CONTACT:



Municipal Manager, Municipality of Gilgil

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