

COUNTY GOVERNMENT OF THARAKA NITHI



KATHWANA MUNICIPALITY



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CITIZEN SERVICE DELIVERY CHARTER

Preamble

Kathwana municipality is one of the municipalities that came into effect pursuant to the Urban Areas and Cities Act, 2011 (amended in 2019). The Municipality serves as the headquarter of Tharaka Nithi County Government and intersects all the three constituencies – Maara, Tharaka and Chuka Igambang’ombe making it a central location to serve residents of the three constituencies.

The purpose of this charter is to define the standards of services provided by Kathwana Municipality. We are committed to providing quality services that meet and surpass our client’s needs. We endeavor to serve clients with integrity, impartiality, humility, transparency and accountability.

Vision

To foster a Kathwana Municipality characterized by improved prosperity and an enhanced quality of life.

Mission

To consistently elevate the quality of life, stimulate economic growth, and eradicate poverty by implementing best practices, ensuring sustainability, and promoting inclusive governance.

Core Values

- **Good Corporate Governance:**

We are dedicated to operating Kathwana Municipality effectively through strategically implemented policies and practices.

- **Citizen-Centricity:**

We prioritize delivering efficient, transparent, and responsive services to our citizens while actively involving them in decision-making processes.

- **Teamwork:**

We strive to cultivate a positive and collaborative work environment for all, recognizing and valuing the unique strengths and skills that each team member contributes.

- **Social Responsibility:**

We are committed to cooperating with other individuals and organizations for the betterment of our community, embracing professionalism and creativity.

- **Creativity and innovation:**

We are committed to a culture that embraces new ideas, encourages problem solving and seeks continual improvement hence we consistently strive to improve evolve and stay relevant in a changing world.

Services Offered

Kathwana Municipality is committed to providing a comprehensive range of essential services to its residents. These services include:

- **Waste Management:** Promoting, regulating, and providing refuse collection and solid waste management services.
- **Water and Sanitation:** Promoting and providing water and sanitation services and infrastructure in areas not served by the Water and Sanitation Provider.

- **Infrastructure Development:** Constructing and maintaining urban roads, storm drainage systems, flood controls, walkways, recreational parks, green spaces, street lighting, traffic controls, parking facilities, bus parks, and taxi parks.
- **Regulation:** Regulating outdoor advertising, municipal markets, abattoirs, and animal control and welfare.
- **Municipal Services:** Constructing, maintaining, and regulating fire stations, providing fire-fighting services, emergency preparedness, disaster management, municipal sports and cultural activities, municipal plans and development controls, and administrative offices.

Guiding Principles of Service Delivery

Kathwana Municipality adheres to the following principles in delivering its services:

- **Clear Standards:** Establishing clear and explicit service delivery standards that meet client expectations.
- **Information Provision:** Providing clients with comprehensive information about municipality services.
- **Effective Communication:** Communicating openly and effectively with clients.
- **Respectful Treatment:** Treating clients with dignity, courtesy, and respect.
- **Performance Monitoring:** Tracking performance through an effective monitoring and evaluation system.
- **Corrective Action:** Taking prompt corrective action to address any deficiencies.
- **Public Interest:** Prioritizing the common good of the municipality, clients and human resource.
- **Resource Efficiency:** Utilizing resources prudently to achieve maximum value for citizens and taxpayers.
- **Client-Centric Staff:** Ensuring that all municipal staff are friendly, helpful, respectful, and sensitive to client needs.
- **Confidentiality:** Handling client concerns with confidentiality and urgency.
- **Professional Conduct:** Maintaining professional and lawful behaviour when interacting with clients.

In providing our services, we value:

- **Meeting Needs:** Addressing the needs of public service staff and the public.
- **Diversity:** Recognizing and respecting the diversity and individuality of all individuals.
- **Professionalism:** Upholding the professionalism of our staff and board members.
- **Effective Communication:** Encouraging open communication and valuing client feedback.
- **Accessibility:** Being accessible, courteous, fair, and impartial.

Our Commitments:

- **Legal Compliance:** Providing services as stipulated by law.
- **Timely Response:** Answering telephone calls within two rings or 15 seconds and attending to clients within 10 minutes of their office visit.
- **Confidentiality:** Addressing client concerns with confidentiality and urgency.
- **Correspondence Response:** Responding to all correspondences within five working days of receipt.
- **Client-Centric Staff:** Ensuring staff are friendly, helpful, respectful, and sensitive to client needs.
- **Integrity:** Exercising the utmost integrity when providing services.
- **Complaint Register:** Maintaining a register of complaints and commendations.

- **Feedback Mechanism:** Providing a suggestion box for public feedback.

Our Clients:

Our clients are central to service delivery. They include: County Executive, Members of County Assembly, County Public Service, National Government, Donors, Public Service Commission, CPSB staff, potential County Government staff, the public, and other stakeholders.

Client Rights:

Our clients have the right to:

- Quality and timely services
- A safe, healthy, and clean environment
- Relevant information and feedback
- Courteous and timely responses to complaints and inquiries
- Confidentiality

Client Obligations:

The Municipality expects its clients to:

- Treat our staff with respect and courtesy
- Provide adequate information to enable us to serve them better

- Uphold integrity and dignity
- Provide feedback

Official Working Hours:

Our official working hours are from 8:00 AM to 5:00 PM on weekdays, with a one-hour break between 1:00 PM and 2:00 PM, except for fire and emergency response, which is 24 hours.

Official Language:

We shall communicate with our clients in English or Kiswahili where possible. Correspondences received will be answered in the language in which they were communicated.

Office Location

Tharaka Nithi County Government Headquarters

P.O BOX 10 – 60406 KATHWANA.

Email: municipalityofkathwana@gmail.com

Toll free1513

We commit ourselves to render the following services;

DIRECTORATE OF ADMINISTRATION				
No	Service	Requirement/Obligation	Charges (Kshs.)	Duration
1.	Response to phone call	Phone call	Free	3 rings 15 seconds
2.	Response to enquiry by walk-in clients	Walk in and make inquiry	Free	on the first come first served basis
3.	Response to all appointments	Presence	Free	Within 10 minutes on the first come first served basis
4.	Response to correspondences	Written correspondences (written letters)	free	Within 7 working days
		Emails and social media ³	Free	Within 5 working days
5.	Response to Public complaints and Grievances	Make a complaint	Free	Within 14 working days
6.	Hire of stadium/social Hall	Write a request letter or an Email	As per the Finance Act	5 Working days
DIRECTORATE OF ENVIRONMENT				
Service Requirement/Obligation Charges (Kshs.) Duration				
7.	Waste collection from all the markets in the municipality, transportation and disposal	None	As per the stipulated guidelines	Daily

DIRECTORATE PUBLIC PARTICIPATION AND CIVIC EDUCATION				
No	Service	Requirement/Obligation	Charges (Kshs.)	Duration
8.	Holding and facilitation of public participation activities -Citizen Fora's	Community availability and participation	Free	3 hrs.
9.	Linking non state actors and Government organizations with the community	a) Willingness of the stakeholder b) Community able to identify their needs and projects	Free	1 hr.
10.	Civic engagements programs	Community Availability	Free	3 hrs.
DIRECTOR DISASTER MANAGEMENT AND EMERGENCY SERVICES				
No	Service	Requirement/Obligation	Charges (Kshs.)	Duration
11.	Fire and emergency response	Distress call (s) reporting of an emergency	Free	10 minutes after call/notification
12.	Search and rescue /evacuation of victims from emergency situations like retrieval of drowned bodies	Distress call (s) reporting of an emergency	Free	Within 2 hours
DIRECTORATE OF PHYSICAL PLANNING				
No	Service	Requirement/Obligation	Charges (Kshs.)	Duration
13.	Change of User/Extension of User	- PLUPA/DC.1A form - Copy of Ownership documents - Planning Report by a Registered and Practicing Physical Planner	As per the stipulated guidelines	2 weeks

		<ul style="list-style-type: none"> - Newspaper advert - Site notice - Rates Clearance Certificate - Original Search - Proof of payment of respective fees/charges 		
14.	Extension of Lease	<ul style="list-style-type: none"> - PLUPA/DC.1A form - Ownership Documents - Planning Report by a Registered and Practicing Planner - Rates Clearance Certificate - Original Search - Proof of payment of respective fees/charges - Site Inspection 	As per the stipulated guidelines	2 weeks
15.	Building Plans Approval	<ul style="list-style-type: none"> - Fill application Form PLUPA/DC1B - Four copies of architectural and Structural plans signed by a registered architect/engineer with their current practicing licenses - Copies of Ownership documents - D8 where applicable - Proof of payment of respective fees/charges - Site Inspection 	As per the stipulated guidelines	2 weeks

16.	Inspection of building works on site	<ul style="list-style-type: none"> - Approved plans - Inspection forms 	As per the stipulated guidelines	As per every step of construction
17.	Issuance of Occupation certificate	<ul style="list-style-type: none"> - Completion Certificate - Certificate of workmanship by a registered engineer or architect 	As per the stipulated guidelines	Upon completion
18.	Land Subdivision/ Amalgamation	<ul style="list-style-type: none"> - Copy of ownership documents - Original search - Scheme Plan registered by a registered and practicing physical planner - Four copies of the Scheme Plan 	As per the stipulated guidelines	2 weeks

		<ul style="list-style-type: none"> - 4 copies of subdivision/amalgamation scheme prepared, signed, stamped and sealed by a registered planner - Rates clearance certificate - Proof of payment of respective fees/charges 	As per the stipulated guidelines	
19.	Outdoor Advertisement	<ul style="list-style-type: none"> - Fill application form - the written consent of the owner of the site or any other person with an interest in the site entitled to give consent; - a block plan of the property upon which an advertising sign is to be erected, drawn to a scale specified by the county executive committee member - an artistic impression showing the detail, location and measurements of the proposed advertising sign; - a diagram of the property laying out the position of the proposed advertisement in relation to other free-standing advertisements and the closest two boundaries of the property; and - any other information which may be prescribed in the county legislation. - 	As per the stipulated guidelines	Immediately
20.	Boundary disputes	<ul style="list-style-type: none"> - Fill application form 	As per the stipulated guidelines	3 days

21.	Provision of Technical Advice/Replying to public inquiries (Oral/Written)	- Clear and Simple explanation	As per the stipulated guidelines	Immediately
DIRECTORATE OF REVENUE AND MOBILIZATION				
REGISTRATION/APPLICATION				
22.	Trade licenses	• Copy of National ID, Passport or business registration certificate	Free	24 hours
23	Outdoor Advertisement	• Detailed application letter	Free	24 hours
24	Distribution Licenses	• Duly filled distributor application form	Free	24 hours
25	Liquor licenses	• KRA pin certificate • Copy of ID Duly filled application form	Sh. 2000	As per the Liquor Act timelines
PROCESSING OF PAYMENTS				
26	General Charges	• Application Letter • Copy of ID card	As per the stipulated charges in the Finance Act in use	1-2 days
27	Transport services (Street parking and Bus parks)	• Vehicle Registration number • Phone number	As per the stipulated charges in the Finance Act in use	1-5 Minutes

28	Outdoor Advertisements	<ul style="list-style-type: none"> • Approved Application Letter • Invoice 	As per the stipulated charges in the Finance Act in use	1-10 Minutes
29	Physical planning fees	<ul style="list-style-type: none"> • Issued invoice from physical planner 	As per the stipulated charges in the Finance Act in use	1-10 Minutes
30	Land rates and stall Rents	<ul style="list-style-type: none"> • Copy of ID card • Plot no details • Allotment letter 	As per the stipulated charges in the Finance Act in use	1-10 Minutes
31	Single business permits for various businesses	<ul style="list-style-type: none"> • Invoice issued • Copy of Id , passport , business registration certificate 	As per the stipulated charges in the Finance Act in use	1-7 days
32	Liquor Permits	<ul style="list-style-type: none"> • Subject to inspection approval • Copy of ID card 	As per the stipulated charges in the Finance Act in use	1-7 days
33	Cess Fees	Inspection of the items	As per the stipulated charges in the Finance Act in use	1-5 minutes
34	Public Barter Market fees	Inspection of the Items	As per the stipulated charges in the Finance Act in use	1-5 Minutes

35	Hire of county machinery, Grounds, Halls or Stadiums	Approved letter from the office of the municipal manager	As per the stipulated charges in the Finance Act in use	1-10 Minutes
36	Agricultural Services	<ul style="list-style-type: none"> Approval letter from the Office of the Directorate of Agriculture 	As per the stipulated charges in the Finance Act in use	1-10 Minutes
39	Claim for refund	<ul style="list-style-type: none"> Proof of the erroneous payment done Proof of the right payment done Availability of Funds in the Mpesa Till. 	Free	1-10 days
COMPLAINTS HANDLING AND ACCESS TO INFORMATION				
37	Complains handling	<ul style="list-style-type: none"> Telephone Complain Verbal complain Written complain 	Free	1-3 days
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Any service that does not conform the above standards should be reported to the: -

Kathwana Municipality Board Chairperson

P.O BOX 10-60410
Kathwana

Kathwana Municipality Manager

P.O BOX 10-60406
Kathwana