



WOTE MUNICIPALITY

SERVICE CHARTER

Vision: A world class dynamic municipality with a high quality of life.

Mission: To enhance the livelihood of each household through integration of socio-economic development and environmental protection for inclusive, effective and efficient delivery.

Core Values: - Integrity - Efficiency - Equity - Inclusiveness

SERVICE RENDERED /DELIVERED	CLIENT OBLIGATIONS	USER CHARGES	TIMELINES
1 General Enquiries	None	NIL	5 MIN
2 Issuance of single business permit	Filled application form, KRA Pin	As per county Finance Act	1 day
3 Citizen Fora- Engagements	Community Availability	Nil	3 hours
4 Resolution of complains	Letter by complainant	Nil	7 -14 days
5 Provision of street lighting and floodlights	Cooperation	Nil	Continuous
6 Construction of walkways and other non-motorized infrastructure	Cooperation	Nil	As per contract
7 Provision and publication of financial reports	Written request	As per Finance Act	1 day
8 Landscaping and beautification work within the municipality	Cooperation	Nil	Continuous
9 Publication of all awarded contracts	Awarded contracts	Nil	Continuously
10 Procurement of goods and services	Contract terms compliance, Adherence to PPDA 2015	As advertised	As per the contract
11 Management and Maintenance of Municipal Infrastructure assets	Written request	As per Finance Act	1 day
12 Refuse collection and Management solid waste	Erection of litter bins by plot owners	Nil	Every day
13 Land Survey	Payment receipt, Proof of ownership	As per Finance Act	1 month
14 Processing of Building plans and Subdivision Schemes	Payment receipt, Proof of ownership	As per Finance Act	1 Month
15 Provision of Municipal sports and cultural activities	Cooperation	Nil	Every financial year



P.o Box 78-90300 Makueni



wote.municipality@makueni.go.ke



www.makueni.go.ke



Wote town, Red Dot plaza, 3rd Floor, Along Wote -Machakos Road

Service Hours: Monday to Friday from 8.00AM to 5.00PM