



DEPARTMENT OF LANDS, HOUSING, MINING, PHYSICAL PLANNING & URBAN DEVELOPMENT

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SERVICE DELIVERY CHARTER

1. Objectives of Service Charter

To improve departmental service delivery by making our services known to the public

2. Vision

To have well planned towns and regions that nurture optimal use of land resource for maximum productivity and enhanced livability and sustainable management of mineral resources for the general well-being of the Makueni Citizenry

3. Mission

To deliver security of tenure to residents of Makueni in conducive, well-planned and surveyed urban and rural regions through a participatory process amongst the residents and for sustainable utilization of mineral resources.

4. Core values

- Professionalism
- Integrity – honesty, accountability and transparency
- Team spirit
- Innovation
- Promotion and protection of public interest
- Excellence
- Equity
- Zero tolerance to corruption
- Patriotism
- Human dignity

- Non discrimination
- Participation of the people

5. Strategic objectives

- To ensure efficient and effective administration and management of land resource
- To prepare and maintain maps for registration.
- To formulate and coordinate implementation of policies and legal framework for sustainable land and urban development
- To ensure up-date, accurate and reliable geospatial positioning and mapping of land resources
- To provide efficient and effective support services for delivery of departmental programmes.
- To improve infrastructural development, connectivity and accessibility, safety and security within urban areas through informed planning.
- To ensure efficient and effective management and administration of land for sustainable development and improved security of tenure.
- To provide a spatial framework that shall guide human settlements.
- To undertake geological surveys, mineral exploration and deposit evaluation to inform on commercial exploration for wealth and employment creation.

6. Organizational structure

The department is divided into Four units namely;

- Survey and Mapping
- Physical Planning and Urban Development
- Mining and mapping
- General Administration

7. Authorities/Committees/Taskforce

- Lands Application Processing Committees
- Wote Municipal Board
- Artisanal Mining Committee
- Human Resource Advisory Committee
- Project Management Committees
- Market Committees

8. Our obligations and range of services

Physical planning

- Development and implementation of Makueni County Spatial Plan

- Development control (Building plans, plot registrations/subdivisions/amalgamations/transfers, banners/posters/signage)
- Resolution of plot disputes
- Offer Advisory to the National Lands Commission on matters of alienation of public land.
- Processing of Part Development Plans
- Preparation of Urban Land Use Plans for Urban Areas and Markets Centres.
- Resolution of Plot Disputes.
- Processing of Sub-Division Scheme Plans.

Land Survey

- Quality control and quality assurance for all land surveys.
- Land management

Administration

- Policy and legal framework
- Efficient procurement.
- Processing of payments
- Human Resource Management
- Project Management

Mining & Mineral Mapping

- Mineral mapping and development
- Audit of Mining operations to conform to safety standards.
- Routine inspection of mines.

9. Our clients and stakeholders

- Citizens of Makueni County
- Public institutions
- Other departments within the county
- National Environmental Management Authority
- Development partners and international organizations
- Banks and non- banking financial institutions (mortgage providers)
- Other foreign missions or international agencies who make request to Makueni County Government
- Academic and research organizations
- Private sector and professional bodies
- Consultants and contractors
- Community based groups

- Non-governmental organizations
- Service providers
- Parastatals

10. Our commitments

- Observe professionalism and expediency in service delivery
- Offer high quality service with courtesy; free from corruption or undue demands
- Ensure all the information is communicated timely and accurate, is reliable and on time
- Attend to customers' requirements or issues in a diligent and respectful manner
- Quality improvement through best management practices.
- Courteously receive criticism, feedback through complaints, suggestions and compliments.
- Respond promptly to queries, correspondences and emergencies immediately.
- Utilize project resources as provided for in the respective agreements and work plans and Procure goods and services in a in a competitive, accountable and transparent manner.
- Observe governmental rules and regulations.
- Attend to suppliers'/service provider's complaints promptly and give feedback within 7 days.
- Source for tenders within 14 days
- We commit to display our service charter in our website and premises with all the requisite details

11. Obligations of our clients

We expect our clients to: -

- Provide accurate and timely information to facilitate timely response
- Refrain from extending undue influence, favors, bribes or unethical inducements to staff
- Avail all necessary documents to facilitate payments.
- Deliver items in the quality, specifications and prices quoted, within three days of order or within period of specified in order/contract.
- Observe Government procurement rules and regulations.

12. Rights of our clients and stakeholders

- Quality and prompt services
- Accurate information
- Respect and courteous treatment by our staff
- Request for identity of the officer serving them

- Timely payments for goods delivered and services rendered
- Get an official receipt for all payments
- Access to our offices and officers within the official working hours

13. Charges for services offered

S/No.		SERVICE PROVIDED	REQUIREMENTS	CHARGES	DURATION
1.	SURVEY AND MAPPING	Survey of general boundaries.	Production of land control consent.	Minimum Ksh.3,500/= per ha.	1 month.
2.		Processing of application for subdivisions.	A scheme plan prepared by Registered planner. *PPA II from the sub-county. *Notice of publication. *Certification of the title. *Consent from Land Control Board.	*2-10 plots: Ksh200/= per Plot. *11-20 plots: Ksh.150/= per plot *21-50 plots: 100/= per plot. *51 and above Ksh.80/= per plot	3 days.
3.		Processing of mutations forms.	*Mutation duly signed by a Licensed surveyor. *Payment of fees and Production of LCB consent.	Minimum Ksh.200 per Portion/ha.	30 min.
4.		resolution of boundary disputes (general boundaries).	Payment receipt.	Minimum Ksh.200/= per Portion/ha.	2 months.
5.		Resolution of boundary disputes (fixed boundaries).	Payment receipt. Proof of ownership	Minimum Ksh. 7,500/= per portion or Ksh. 2,500/= Per beacon	2 weeks.
6.		Giving of evidence in court.	Payment receipt.	Ksh. 2,000/= per court attendance plus travel-ing and accommodation costs.	As required.
7.		Surveying of new grants.	*Payment receipt *Letter of allotment *Part development plan	Minimum Ksh.10,000/= per portion plus 3% value of plot.	1 Month.
8.		Sale of maps.	On request.	Minimum 150 per small sheet printed.	On the spot.

				Minimum 300 for large sheets.	
9.		Rim amendment/deed plan preparation.	•Indent from allocating authority. Release letter from licensed surveyor. Payment receipt.	Minimum 1000 per portion.	1 month.
10.		Topographical surveys.	On request.	Minimum Ksh.25,000/= per site/ ha.	1 month.
11.		Sale of national atlas.	On request.	*Digital copy Ksh. 5,000/=. *Hard copy Ksh.7,500/=.	On the spot.
12.		Sale of topographical Maps.	On request.	Ksh.400-500/= per sheet.	On the spot.
13.		Provision of technical advice.	On request.	Free.	On the spot.
14.		Issuance of title subdivision.	*Amended Registry Index Map (RIM). *Copy of ID. *PIN number.	Registration fee;Ksh.500/=.	2 days
15.		Issuance of title deeds in settlement schemes.	*Production of discharge of charge and transfer document. *Copy of ID. *PIN Number.	*Stamp duty: 2% of Land value. *50 cents per Ksh. 1,000/= of the amount charged. *Title fees: Ksh.500/=. *Attestation: Ksh.500/=. *Attestation: Ksh 1,000/=.	2 days.
16.		Issuance of title after completion of adjudication process.	*Original ID. *Specific plot number *Pin number. *3 passport size Photographs.	*Preparation fees: Ksh.500/= per title. *Adjudication fee: Minimum Ksh.250/= per ha.	2 days.
17.		Assessment of stamp duty.	Production of documents.	Free.	On the spot.

18.		Valuation for stamp duty.	Provision of location map/ route map.	Free.	20 Days	
19.		Stamping of documents.	Proof of payment of stamp duty.	Gazette fees.	2 days.	
20.	MINING & MAPPING DIRECTORATE	Mining consent	Mineral sought Land ownership details Payment receipts Site plan Site visit report Mineral extraction agreement Notification of submission of EIA by NEMA	50,000/- As stipulated in the finance Bill	10 days	
21.		Mineral prospecting consent	Mineral sought Payment receipts	50,000/- As stipulated in the finance Bill	10 days	
22.		Artisanal mining licensing	Mineral sought Land ownership details Payment receipts Site plan Site visit report	20,000/- As stipulated in the finance Bill	10 days	
23.		Official communication with stakeholders/ correspondence	Response to letters Response to e-mails	free		
24.		Mining site audits		free		
25.		Mineral and geological information for compilation	Lodge request in writing defining scope of work		10 days	
26.		Purchase of mining publications	Request in writing Payment of required fees			
27.		Provision of technical advice	On request	Free	Immediately	
28.		ADMINISTRATION	Visitors reception	Cooperation	Free	Immediately
29.			Telephone calls	Courtesy	Free	Immediately
30.	Provision of attachment, internship and volunteerism programmes		Presentation of application documents	Free	On approval by the department of Devolution	
31.	Attend to customers' issues		Elaborate details of the need/ issue	Free	Immediately	
32.	Response to customers queries		Filing of inwards register Letter of query Response to query Referral where applicable.	Free	Immediately	

33.	Physical planning	Processing of building plans	4 copies of Architectural and structural plans, Ownership documentation Payment receipt for plan approval fees Filled PPA 1 forms Site plan and site report	As per plinth area	1 month
34.		Processing of Land Sub-Division Plans	4 copies of Sub-Division Plans and Location Plans Duly Approved by Registered Planner. Ownership documentation Payment receipt for Subdivision plan fees Filled PPA 1 forms Site plan and site report	1,000/= per portion	1 month
35.		Change/Extension of User/lease	Filled PPA 1 forms 4 copies of planning brief Payment receipts Advertisement on Newspaper and on site	Minimum 10,000/= depending of nature of application	1 month
36.		Billboards, Banners and Posters	Filled application forms Payment receipts Site Reports	Based on area per square meter	7 days
37.		Plot Registration/Transfer/Subdivision/Amalgamation	Filled application form Payment of processing fees Site plan and site report Ownership documentation Copies of ID cards/PIN certificates		1 month
38.		Technical advice and replying to public enquiries	Written or oral request	free	Immediate
39.		Site visit	Request, Transport	free	1 week
40.		Issuance of PPA 2	Fully circulated application with relevant recommendations Approval minutes from Land Applications Processing Committee.	700/=	1 day
41.		Issuance of compliance certificate PPA 5	Approval - PPA 2 Approved building plans (for buildings) Approved survey plans (for subdivision scheme plans) Site inspection	1,500/=	1 day
42.		Processing of Part Development Plans	Approved Minutes of Allocation by County Executive Committee. Authority to prepare PDP from National Director of Physical Planning.		60 days

			<p>Site visits Ground Status Reports Circulation Letters Advertisement and Gazette Notices Forwarding Letters for approval. Approved Part Development Plans by National Director of Physical Planning & Cabinet Secretary for Land and Physical Planning.</p>		
43.		Resolution of Plot Disputes	<p>Letter of complaint Receipt of Court Order Undertake site visits Preparation of reports from primary and secondary sources. Minutes of Market Committees. Forwarding to Lands Applications Processing Committees. Minutes of meeting. Response letter to complaint. Forwarding letter to Director Revenue to amend the records or maintain status quo.</p>	5,000	21 days
44.		Advisory to the National Lands Commission and National Director of Physical Planning.	<p>Request letter Desktop study and review Site visits where applicable Response letter</p>	Free	14 days
45.		Preparation of Urban Land Use Plans for Urban Areas and Markets Centres.	<p>Minutes from Public Participation. Letter of Request Notice of Intention to Plan Delineation of Planning Area Consensus Building Data Collection Preparation of Base Maps Hold First Stakeholder Meeting Integrate views from the Public Preparation of Draft Plan Hold Second Stakeholders Meeting Amendment of Draft Plan Circulation of Draft Plan</p>	Free	60days

			Advertisement of Draft Plan Forwarding to County Executive Committee for Approval Submission to County Assembly for Approval. Assent by Governor		
46.		Preparation of Site Plans for Institutions	Letter of Request Site Visits Data Collection Preparation of Reports Approval of Reports by Institutions Implementation of the Reports.		30 days

14. Contacts

We would like to receive feedback about the services or products we offer to our customers/clients so that we may improve our services. Kindly address your compliments, complaints or comments to:

GOVERNMENT OF MAKUENI COUNTY
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