

**EMALI-SULTAN HAMUD MUNICIPALITY**

P.O. BOX 78-90300

MAKUENI

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Municipal Service Charter

Emali-Sultan Hamud Municipality was conferred a charter by the Governor of Makueni County on 20th December 2022, establishing it as a separate administrative unit within the county.

VISION: A well planned, economically resilient and Green Municipality with a high quality of life

MISSION: To improve the livelihoods of each household through integration of technology, socio-economic development and nature-based solutions for inclusive, effective and efficient service delivery.

CORE VALUES: Citizen focused, Creativity & Innovativeness, Transparency, Accountability Teamwork, Integrity and Efficiency.

Function	Service Provided	Requirement	Charges	Duration
Administration	Attend to customer's issues	Elaborate details of need/issues	Free	Immediately
	Response to customer's inquiry	Request Letter	Free	Immediately
	Resolution of Public Complaints	<ul style="list-style-type: none"> Submit/Registration of complaints Follows ups and Response 	Free	2 weeks working days
	Monitoring and evaluation of projects	<ul style="list-style-type: none"> Progress reports 	Free	Continuous
	Sensitization on Water catchment protection and environmental sustainability	<ul style="list-style-type: none"> Cooperation& Compliance 	Free	Continuous
	Dissemination and Sensitization on policy and legal frameworks on water governance(Water Policy, Water Acts & Regulations)	<ul style="list-style-type: none"> Compliance 	Free	Continuous

Finance	Issuance of business permits	<ul style="list-style-type: none"> • Inspection report • Invoice • Proof of payment 	As per the finance act	Instant
	Preparation of budget	<ul style="list-style-type: none"> • CIDP/MIDeP • ADP • Fiscal strategy paper 	Public participation	As per PFM Act/Regulations
	Payment of utilities	<ul style="list-style-type: none"> • Water, electricity internet 	As per utility bills	Monthly
	Payment to contractors/contracted service	Invoice/LSO/LPO/Completion certificate	As per contractor value	
	Preparation of expenditure reports	Cashbooks, invoices, bank statements.	PFM Act and regulations	Monthly, quarterly and annually
	Submission of financial reports	Asset registers, monthly reports, Procurement reports	Financial reporting nit, Municipal manager, Municipal board and county treasury	Monthly, quarterly and annually
Environmental Compliance	Issuance of Noise Permits/Licenses	Filled application form & revenue payment receipt	Kshs. 3,200/= per week	Immediately
	Development of Terms of Reference for the Municipal Projects that require EIA	Request Letter	Based on Location	1 Week
	Routine Environmental Inspections & Pollution Control	On demand	Free	Immediately
	Handling Environmental Complaints	Receipt of complaint, Site visit	Free	Immediately
Sanitation	Refuse collection, transport & disposal in urban areas	On demand	Free	1 Week
	Inspection for compliance on Sanitation requirements	On demand	Free	1 Week
	Installation & maintenance of public sanitation facilities	On demand	As budgeted	Continuously

	Dumpsite management in urban areas	On demand	Free	Continuously
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SERVICE RENDERED	CUSTOMER OBLIGATION	SERVICE CHARGE	TIMELINES
GENDER AFFAIRS			
Gender mainstreaming	Active participation	Free	Continuous
Education and awareness creation	Active participation	Free	Continuous
Linkages and networks	Formal request	Free	within 7 days
Groups mapping	Certificate of registration	Free	Continuous
Provision of information and data on gender issues	Formal request	Free	within 2 weeks
PWD EMPOWERMENT			
Disability mainstreaming	Active participation	Free	Continuous
Dissemination of public information on available services and opportunities	Formal request	Free	within 7 days
Linkages and referrals	Formal request	Free	Continuous
Awareness and education	Active participation	Free	Continuous
Lobbying and advocacy	Active participation	Free	Continuous
PROMOTION OF SPORTS AND CULTURE			
Coordination and promotion of sports and cultural activities	Active participation and formal request	Free	continuous
GRIEVANCES REDRESS			
Receiving complaints from the public	Lodge complaints	Free	Continuous
Feedback on received complaints	Availability	Free	within 24 hours

Function	Service provided	Customer Obligation	Charges	Duration	Charges
Engineering and Development control	Land use planning/ Zoning		Depends	Continuous	Depends on Valuation
	Land rates	Plot details	Valuation	Instant	
	Development Control and Review and Approval of Building Plans	Architectural drawings, owners documents		60 days	Depends with size of plot and nature of development
	Master planning		Depends with size of plot and nature of development	60 days	Depends with the area of coverage
	Continuous inspection of Implementation of Infrastructure design		Depends with of coverage institution	Continuous	Free
	Stakeholders Consultations		Free	Continuous	Free
	Property search (Plots within public land)	Plot details and payment	Free	Continuous	1000
	Change of use	Planning brief and payment	1000	60 days	Depends Size with and usage

Plot transfer /Amalgamation/ subdivision/ registration	Duly filled application form and payment	Depends with and usage	60 days	Depends with size and usage
Land survey	Customer request	Depends with and usage	Varies	Depends with size and usage