



COUNTY GOVERNMENT OF KITUI

KITUI MUNICIPALITY

CITIZEN SERVICE CHARTER

VISION

A functionally efficient and sustainable Kitui County Headquarters with a vibrant economy that nudge prosperity through rural-urban complementarity.

MISSION

To facilitate safe, resilient, inclusive and sustainable urbanization through good governance, quality services delivery, and effective infrastructure.

CORE VALUES

Professionalism
Integrity
Team Work
Fairness
Innovation

NO	SERVICES / GOODS	REQUIREMENTS	TIMELINE	COST
1.	Enquiries and Dispute/Complaint Resolution	<ul style="list-style-type: none"> Complaint letter Filling complaint form Complainant contacts (Mobile phone, Email, National ID/Passport) 	7 days On spot for telephone calls	Ksh. 5,000 For plot dispute(1/8 of an acre)
2.	Technical advice to developers	<ul style="list-style-type: none"> Signing visitors' book Contacts and National ID 	30 days	Nil
3.	Processing of building plan applications	<ul style="list-style-type: none"> Filled application form Copies of building plans Land ownership documents Payment of approval fee Land rate clearance certificate where applicable Site plan 	30 days	Ksh. 40 per floor square meters High rise minimum of 36,000 Low rise minimum of 18,000
4.	Processing for alteration of building plan	<ul style="list-style-type: none"> First approved plan and approval receipts Alteration plans Approval fee 	21 days	Half the approval fee
5.	Processing of change of user/ extension of lease	<ul style="list-style-type: none"> Filled application form 3 copies Planning briefs Site plan Payment of approval fee 	21 days	Ksh. 16,000 (1000 for application 15,000 for approval)
6.	Processing of sub division schemes	<ul style="list-style-type: none"> Filled application form A subdivision scheme prepared by a registered planner 	21 days	1-10 plots - 1000 per plot 11-20 plots - 750 per plot 21 plots & above - 500 per plot
7.	Processing EIA and Environmental audit Reports	<ul style="list-style-type: none"> A copy of EIA report Approved project plan 	21 days	Ksh. 3,000
8.	Inspection of building construction	<ul style="list-style-type: none"> Approved building plan Inspection schedule Site instruction/Triplicate book Site visitors' book 	Per construction phases	Ksh. 4,000 for ordinary building, 3500 per floor for storey building
9.	Approval of billboards/signage	<ul style="list-style-type: none"> Application letter Business permit where applicable Site Plan 	10 days	Ksh. 50,000
10.	Disposal of carcass(es)	<ul style="list-style-type: none"> Phone calls or physical visit to the office 	1 Day	Nil
11.	Disposal of unclaimed bodies	<ul style="list-style-type: none"> Official request for disposal by the Department of Public Health. Copy of court order for disposal 	On demand	Nil
12.	Burial at County public cemetery	<ul style="list-style-type: none"> Burial permit Payment receipt Copy of ID card for either parent in case of a child Copy of ID card of a spouse or relative in case of an adult 	1 Day	Ksh. 500 for child Ksh. 800 for adult
13.	Garbage Collection	<ul style="list-style-type: none"> Own/individual waste receptacle(s) Properly packaged garbage for collection by garbage trucks Dropping of waste at designated transfer areas for collection by garbage trucks 	Continuous	Nil
14.	Disaster management services - fire brigades	<ul style="list-style-type: none"> Phone calls or physical visit to the office Procurement/availing of relevant material 	On demand	Transport & cost to site
13.	Maintenance of street lights in Kitui Town	<ul style="list-style-type: none"> Continuous condition survey Procurement/availing of relevant material 	Continuous	Transport & cost to site

Our Service Standards

Our customers will be attended to in a professional and courteous way. Calls will be answered at all times and emails will be responded to during official working hours of 8:00 AM – 5:00 PM.

How to make complaint

Where it is possible, we will deal with complaints immediately. If you are not satisfied with our response, you shall raise your concerns formally in writing to:

Kitui Municipal
Off Hospital Road
P.O. Box 33 – 90200 Kitui
Email: info.kitui.municipal@kitui.go.ke,
kitui.municipal@kitui.go.ke
www.kitui.municipality.org, www.kitui.go.ke



The Chief Executive Officer (Ombudsman)
Commission on Administrative Justice
West End Towers, 2nd Floor
PO BOX 20414 -00200 Nairobi
TEL: +254 202270000
www.ombudsman.go.ke