

STANDARD

STANDARD OF SERVICE RENDERED

SERVICES RENDERED	CUSTOMER OBLIGATION REQUIREMENTS	USER CHARGES	TIMELINESS
Approval of Building Plans	Circulating of plans to the relevant Government departments for comments	20m x 50m- 8000/= 50m x 100m - 12000/= Bungalow House- 15000/=, 1 Storey Building plus ksh. 15000/= extra storey charged at 3000/=	14 Days
Single Business Permit (SBP) runs from 1 st January to 31 st December	New/Renewal Application form Previous years permit. Photocopy of ID Card	Retail Kiosk- 2500/= to Large High Standard Lodging Home Hotel- Class Dover 1000 rooms- Ksh. 50000/=	1 Day
Refuse collection	Dump refuse in designated receptacles to be collected by the Council	Ksh. 480/= per year per house Ksh. 1500/= per year per business	Daily Basis
Property Rates	Show ownership of documents	Charged as per site value Commercial Plot- 2.5% Residential Plot- 2% Beach Plot- 4% Agricultural Plot- 500/= per acre	15 Minutes
Markets	Application for any open spaces in our markets	Monthly Payments of 300/= upon payment of a deposit of Ksh. 600/=	2 Days
Fire fighting	Call the fire response numbers given to the public by the council	By laws in Process	15 Minutes
Housing	Apply for a vacant house through the appointed agent of the Council	Class F- Deposit- Ksh. 2500/= Monthly rent- Ksh. 2200/= Class E- Deposit- Ksh.3500/= Monthly rent- Ksh. 3000/=	14 Days
Education	The required age of 5 years-uniformed	Admission- ksh. 200/= Monthly fees per child- Ksh.200/=	1 Day
Burial of un-claimed Bodies	Main customer- Kilifi District Hospital inform the Council of any unclaimed bodies in the mortuary		



TOWN COUNCIL OF KILIFI

SERVICE CHARTER

OUR VISION

To be the best managed and sustainable Local Authority providing Quality Service to the Community.

Motto: "Maendeleo kwa Vitendo"

MAY 2010

Please send us your comments, suggestions or observations on our charter or services to our address below or in our suggestion boxes available at the Council Offices

Town Clerk
Kilifi Town Council
Po Box 519
Tel: 041- 522536
Fax: 041 522381
KILIFI- KENYA

TOWN COUNCIL OF KILIFI

CORE VALUES

- Uphold the highest ethical principles and moral integrity
- Competent and timely service delivery
- Abiding by Council resolutions
- Evidence based decision making

OUR VISION

To be the best managed and sustainable Local Authority providing Quality Service to the Community.

MISSION

To Sustainably Develop Through the Community Participatory Planning in order to Efficiently Provide Local Service Delivery to the Residents.

PREAMBLE

The Town Council of Kilifi was established VIDE LEGAL NOTICE No. 72 of 31st January 1991.

OUR OBJECTIVES

- To reduce poverty
- To improve infrastructure
- To promote investment in the town
- To improve accountability and transparency
- To improve revenue collection
- To improve service delivery

OUR MANDATE

- Local service delivery
- Local governance
- Local development
- Regulate Business
- Establish and opening of markets

The main purpose of the Council is to deliver services to the area residents that is geared towards raising their socio-economic situation. Our customers expect efficient provision of services and the Council is committed to timely and responsive provision of the same.

RATE PAYERS' OBLIGATION

- To pay Council dues in time
- Co-operate with Council staff while on duty or during Council operations
- Observe and obey both Council and Government Rules
- Observe and maintain clean environment

OUR COMMITMENT AND RESPONSIBILITY

- Attend to you within (10) minutes of your visit and/ or telephone call
- Formally respond to all written correspondences within seven (7) days of receipt
- Ensure friendly public relation to our visitors/customers

RIGHTS

- Quality and prompt services
- Access to information pertaining to council programmes
- To be listened to
- To complain

CONCLUSION

This charter is an effort to serve you better. In the event of any dispute, the written legislation e.g. the Local Government ACT CAP. 265 and our By- Laws prevail.