**REPUBLIC OF KENYA**

**COUNTY GOVERNMENT OF ISIOLO**

 **MUNICIPALITY OF ISIOLO**

**DEPARTMENT OF LANDS PHYSICAL PLANNIG, ROADS AND INNFRASTRUCTURE , HOUSING AND URBAN DEVELOPMENT**

THE CITIZEN SERVICE DELIVERY CHARTER

# Vision

To Develop Isiolo as a Centre of Excellence and a Major Economic Growth Hub in Kenya with Resilient and Inclusive growth through the responsible use of its Natural Resources**”**

# Mission

It’s to be Dedicated to providing fiscally responsible services that maintain a vibrant community.”

# Core Values

Values are the guiding beliefs and principles of the organization. In Paramount, we value …

\* Respectful and ethical behaviours. \* Service excellence. \* Responsiveness, accountability, and professionalism. \* Innovation and creativity. \*Teamwork and collaboration. \* Effective, inclusive, and transparent public information and engagement.

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| No. | Service Rendered | Requirement | User Charges | Time Frame |
| **1.** | Response to enquiries/ correspondences | Formal request through: Emails | Free | 24 Hours |
| Telephone calls | Free | Immediately |
| Customer care desk | Free | Immediately |
| Letters | Free | 3 days |
| **2.** | Attending to visitors | Provide information requested | Free | 3 days |
| **3.** | Provision of Municipality Urban plans, Provision of integrated Urban basic services, Programme for better service delivery.  | Sharing of softcopies through official emails | Free | One hour |
| Sharing of signed hard copies (where necessary) | Free | One day |
| **4.** | Provision of Legal framework and policies that enforces urban planning within municipality. | Training of MWGs. | Free | Quarterly |
| Technical and professional advice to the executive on economic development plans,policies | Free | Immediately |
| **5.** | Preparation of Annual Development Plans | Submit for approval by the Cabinet and Assembly | Free | 1st September ever year |
| Publishing and Publicizing | Free | Three weeks |
| **6.** | Preparation of Municipality Annual Monitoring and Evaluation Report (MAMER) | Submit for approval by the Cabinet and Assembly | Free | 30th September every year |
| Publishing and Publicizing | Free | Three weeks |
| **7.** | Preparation and review of IDeP Annually. | Submit for approval by the Cabinet and Assembly | Free | 21st October Every Year |
| Publishing and Publicizing | Free | Three weeks |
| **8.** | Preparation of Budget and Approvals  | Submit for approval by the Cabinet and Assembly | Free | May-june Every Year |
| Publishing and Publicizing | Free | Three weeks |
| **9.** | Preparation of development control on land use plans/zoning | Submit for approval by the, Board, Cabinet, Assembly,  | Free | 30th June Every Year |
| Publishing and Publicizing | Free | One week |
| **10.** | Citizens’ engagements on urban development plans/urban investment plans | Conduct public participation on Municipal development plans and documents | Free |  Calendar of events |
| **11.** | Sharing and responding to GRM incidents Activities and Disseminate information on reported cases.  | Submission of incident cases documents and information to the relevant departments/offices | Free | Two week |

***We are committed to providing services in a fair, transparent, accountable, timely, efficient and effective manner. Any service that does not conform to the standards of this charter should be reported to:***

***The CEO/ Secretary,***

***Municipality of Isiolo, OR***

***P.O. Box 923-60300 Isiolo.***

***Email:*** ***isiolomunicipality2018@gmail.com*** ***Website:*** [***www.isiolomunicipality.go.ke***](http://www.isiolomunicipality.go.ke)

***The Chief Officer, Housing and urban Development***

***Economic Planning, Budgeting & Statistics,***

***P.O. Box 923-60300 Isiolo.***

***Email:*** ***urbandevelopment@gmail.com*** ***Website: www.isiolmunicipality.go.ke***