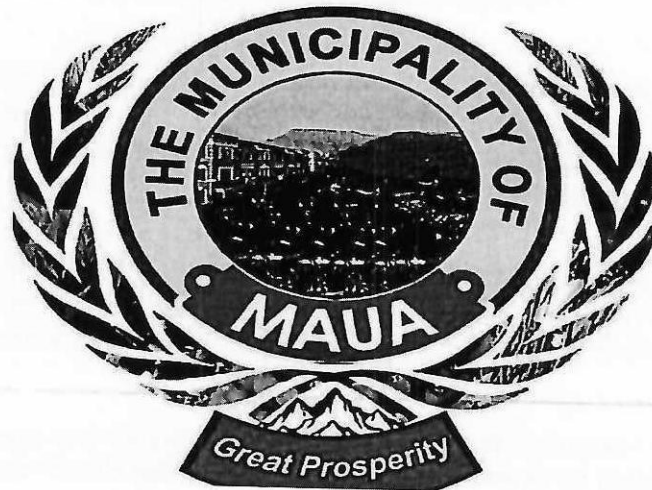


THE COUNTY GOVERNMENT OF MERU



MAUA SERVICE CHARTER

Foreword

It is with delight that I forward this service charter for the Meru Municipality Institution. The Municipality was established vide the Meru Municipality charter, 2018 granted by the Governor of Meru. This conferment was executed in accordance with the provisions of Urban and Cities Act, 2011.

This Service Charter, is prepared as part of the Municipality's promise to afford quality, reliable and convenient services to the residents of Meru Municipality. It is a declaration to our clients, stakeholders, development partners and the public of our commitment to deliver on our mandate, achieve vision, mission and enhance efficiencies in service delivery.

The Service Charter enumerates our range of services to enlighten our clients therefore placing them at a position to make informed chances. On the other hand it makes clear to our stakeholders our commitment to efficiency and a prerequisite to forge workable partnerships and collaborations.

It effectively lays out a mechanism for the Institution's performance management, promotion of accountability in relation to set standards and to encourage our clients to give feedback.



Dr. Faith Mutegi

County Executive Committee Member

Lands, Physical Planning, Urban Development, Housing & Public Works

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Introduction

Meru Municipality is one Semi-Autonomous Government Agency of The County Government of Meru. The institution is annexed to the County Department of Lands, Physical Planning, Housing, Urban Development and Public Works. It has a Board with a chairman, whose mandate is to provide strategic direction for the municipal administration which is led by a Municipal Manager.

The Municipality, is charged with the responsibility to provide urban services of solid waste management, environmental protection, infrastructural development, trade and enterprise development, social protection as well as health and disaster preparedness. The Municipal manager is the executive of the municipality and is responsible for the delivery of this mandate as spelt out in the Municipal charter

Key Directorates of the Municipality include; Planning, Development Control and Environment, Engineering and Disaster Management, Community services, Corporate services and the Municipal Court. These five (5) institute the elementally channels under which the Municipality implements its mandate.

Objectives of the Service Charter

- To communicate vision, mission of the municipality
- To Increase customer satisfaction
- To create awareness of client rights and obligations
- To ensure timeliness in service delivery
- To Enhance productivity
- To build lasting win-win relationships with clients.
- To enhance professionalism, exercise disciplinary control and prevent malpractices

Our Mandate

The institution is mandated to perform functions as follows;

- Promotion, regulation and provision of refuse collection and solid waste management services;
- Maintenance of urban roads and associated infrastructure;
- Maintenance of storm drainage and flood controls;
- Maintenance of walkways and other non-motorized transport infrastructure;
- Maintenance of recreational parks and green spaces;
- Maintenance of street lighting;
- Maintenance and regulation of traffic controls and parking facilities;
- Maintenance of bus stands and taxi stands;
- Regulation of outdoor advertising;
- Maintenance and regulation of municipal markets and abattoirs;
- Maintenance of fire stations; provision of fire-fighting services, emergency preparedness and disaster management;
- Promotion, regulation and provision of municipal sports and cultural activities;
- Promotion, regulation and provision of animal control and welfare;
- Enforcement of municipal plans;

- Maintenance of administrative offices;
- Any other functions as may be delegated by the County Government of Meru

Our Vision

To be a trend-setting, dynamic Municipality delivering quality services

Our Mission

To render affordable quality services, promote prosperity and facilitate social-economic Development through application of transparent corporate governance, integrated development planning, skills development and the sustainable use of resources

Our Values

We are committed to upholding the following core values as the guiding principles for the operations of the county summarized as THIRI:

- ❖ **Transparency & Accountability:** We shall always endeavour to be transparent, answerable and liable at all times.
- ❖ **Hardworking:** We shall be patriotic to the cause of the county and be guided by hardworking ethics in all our undertakings.
- ❖ **Integrity:** Honesty and sincerity are an integral part of our operations. We shall uphold these through strict adherence to the moral principles underlying all our policies.
- ❖ **Inclusiveness & Teamwork:** In all our undertakings, we shall have people from diverse backgrounds or communities involved in the development. All groups and citizens in the county shall be treated with equity, equality and without exception.
- ❖ **Responsiveness:** We act with a sense of urgency to address citizens' needs, make qualified decisions in time and provide fiscally responsible solutions.
- ❖ **Innovativeness:** We thrive on creativity and ingenuity. We seek the innovations and ideas that can bring a positive change to the County. We value creativity that is focused, data-driven, and continuously-improving based on results.

Our Customers

- The general public
- Municipality Residents
- Government Agencies
- Development partners
- Private institutions
- Professional groups
- Employees of the County and the Municipality
- Youth groups/organizations

Our commitment

To be a dynamic organisation that delivers quality services, maintaining a strong customer focus and supports our diverse community.

During all interactions, we will:

- Be professional and respectful
- Be helpful, courteous and inclusive
- Be consistent, efficient and responsive
- Be open, honest and accountable
- Listen to and understand the importance of your enquiry
- Communicate effectively and keep you informed of progress
- Provide accurate, meaningful information and advice
- Identify ourselves verbally or by wearing a name badge.

We are also committed to:

- Ensuring information, resources and services are accessible and inclusive
- Using customer feedback and data to improve our services
- Respecting and protecting the privacy and confidentiality of your personal information
- Ensuring our employees work together effectively to resolve your enquiry, avoiding referrals to other departments within the City
- Engaging our community and seeking feedback on projects, plans and proposals that affect them
- Providing explanations for our decisions and how community feedback influenced the decision.

To various stakeholders, the municipality is committed as follows to derive social economic growth in the Municipality of Meru and overall to contribute to the economy of Meru county;

To the general public

- Enhance public participation in the identification, prioritization, planning and implementation of social economic related policies, programmes and activities.
- Create opportunities for the public to participate in all processes of the Municipality Development.
- Conduct civic education of the rights and responsibilities of citizenry towards the municipality growth.
- Disseminate accurate and reliable information on timely basis.
- Ensure processing of payments for goods and services rendered on a timely basis.
- Treat our clients with courtesy and dignity
- Carry out free and fair recruitment of staff, servicemen and women.

To Development Partners

- Conduct and uphold professionalism in all undertakings
- Utilize project resources as provided for in the respective agreements.
- Submit relevant reports as per the agreed schedule
- Ensure Transparency and Accountability

To our Staff

- Treat each other staff with courtesy and professionalism
- Ensure a conducive working environment to enhance service delivery
- Provide staff with relevant training on regular basis to improve service delivery.
- Respond promptly to staff needs/complaints

Rights of our Customers/Client.

- Prompt and Quality services
- Disseminate Relevant Information
- Treatment with Courtesy and Dignity

- Justice and Fairness
- Upholding Confidentiality
- Timely payment for Goods delivered and Services rendered

Customer Obligations

Customers are expected to:

- Reveal their identity
- Be courteous and polite
- Abide by the laid down procedures for them to be served efficiently and effectively.
- Desist from inducing unethical practices or canvassing for favours from the staff.
- Seek information from our offices in their respective localities

Our standards

- Routine correspondence will be acknowledged within two (2) days from the date of receipt, while technical correspondence will responded to within fourteen (14) days.
- Telephone calls will be answered within the third ring.
- Customers should be attended promptly and within (5) minutes of arrival.
- Staff will provide their full identification when dealing with customers.

Our Service standards

SERVICE AREA	SERVICE DESCRIPTION	CUSTOMER REQUIREMENT	TARGET RESPONSE TIME	CHARGE S
Directorate of Corporate Services	Registration and Directing of visitors	Official Identification Documents	-2 Minutes	Free
	General Enquires (HRM, Administration etc.)	Inquiry of services offered	-2 Minutes	Free
	Handling of General Correspondences (Finance, Accounts, Investments, Supply Chain, Revenue, Administration etc.)	Correct Address	-2 Minutes	Free
Directorate of Engineering Services & disaster Management	Maintenance of street lighting	Specifications for the Affected Area	-1 Business day	Free
	Transport Management	<ul style="list-style-type: none"> - Application for parking/loading Space - Certificate of Registration 	-3 Months	As per the Approved Fees/Charges
	Works Emergency Issues (Floods, Roads etc.) -High risks condition -Low risk condition	Specification for the Affected Area	-1 business day -7 business days	Free

	Road repairs -High risk condition -Low risk condition	Specification for the Affected Area	-1 business day -7 business days	Free
	Maintenance of Storm Drainage and Flood Controls	Specifications for the Affected Area	-1 business day	Free
	Emergency Preparedness and Disaster Management Training	Physical Attendance to trainings as scheduled	-Quarterly	Free
Directorate of Environment	Solid Waste Management	Specific Area/Plot. No/ Proof of Payment	-1 Business day	As per the approved fees
	Maintenance of Recreational Parks and Greenspaces	N/A	-Routine Maintenance	Free
	Road reserves vegetation issues	Specifications for the Area	-3 business days(routine) -10 business days (non-routine)	Free
	Provision of New Garbage Collection Centres	Site Identification	-Installed within 4 Weeks	Free
Directorate of Planning & Development Control	Development Applications and Approval (Building Plans, Renewal of Approvals, Application of Lease, Change of User, Subdivision, Plot Transfers, Application for outdoor Advertisement)	Proof of ownership, Proof of rates clearance, proof of payment of approved fees/charges	-2 weeks	As per the approved fees/charges
	Development Control and Management (Site Inspection, Approval for Holding and Scaffolding, Approval for Construction Materials, Application for Occupation Licences)	Approved Building Plans, Proof of Payments of approved fees/charges	-2 Weeks	As per the Approved fees/Charges

Opening Hours

Our official working hours are from 8.00 a.m – 5.00 p.m on week days with a lunch hour break daily between 1.00 p.m and 2.00 p.m.

Official language

We shall communicate to our clients in English and Kiswahili where possible.

Office location

Next Maua police station

Review of the charter

The charter will be reviewed annually or as need arises to embrace new developments/changes.

Redress and Feedback Mechanism

The Municipality commits to;

- Handling customer feedback with utmost priority as it assists with the continuous improvement of our services;
- Ensuring complaints are handled efficiently, fairly and confidentially;

The Municipality encourages customers to;

- Provide as much detail as possible to assist in handling your complaint,
- To submit feedback via the enquiry form on our website, in writing, mail or call our customer service desk line or via our socials

Alternatively, we can capture feedback on your behalf on the phone or in person. When a client/customer feels infringed, aggrieved or is dissatisfied with our services, the Directorate welcomes complaints addressed through mails and telephone.

- All the complaints should be addressed to the Directorate's Complaint's Committee
- All complaints received shall be treated with confidentiality and acted upon promptly.
- The Directorate will also be glad to receive enquiries, comments and suggestions.

OUR CONTACTS:

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Website: www.mauamunicipality.go.ke

