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PREFACE

This Service Charter is a declaration of our commitment to serving our customers and stakeholders with dedication, achieving our strategic objectives, efficient and ethical service delivery to Kenyans especially in efficient Lands & Physical Planning. Through this service charter the Ministry of Lands and physical planning expects to enhance the level of awareness of customers and stakeholders, the Ministry's role and discharge of its mandate.

This Service Delivery Charter defines our commitment and obligations in enhancing access to excellent service delivery. I request our customers and stakeholders to regularly provide us with feedback on the quality and efficiency of our services to enable us improve on service delivery.



PROF. JACOB T. KAIMENYI, PHD. FICD, EGH
CABINET SECRETARY
MINISTRY OF LANDS & PHYSICAL PLANNING



FOREWARD



Principal Secretary, Lands and
Physical Planning
Arch. Mariamu el Maawy, CBS

in this issue

Objectives P.1

Vision P.2

Mission P.3

Contacts P.4

This Service Charter having been developed through a consultative process, for the ministry staff, customers and stakeholders. It is a commitment by the Ministry of Lands & Physical Planning to our stakeholders and customers that we will undertake our responsibilities with integrity and sense of duty, care, provide timely services that gives value for money. The charter spells out, gives clarity the ministry's mandate, core functions, vision and mission and values in a way that the ministry's essence and purpose

1. OBJECTIVES OF SERVICE CHARTER

The main objective of this service charter is to enhance the level of awareness on our roles in the Lands & Physical Planning sector and to provide information on our core activities. This is intended to enhance participation of customers and stakeholders as partners.

2. VISION

To be a globally competitive organization in sustainable management .

3. MISSION

'To facilitate improvement of the livelihood of kenyan through efficient land administration , equitable access , secure tenure and sustainable management of land resource.

4. CORE VALUES

In its endeavor to execute its mandate, the Ministry will be guided by the following Core Values/Principles;-

1. Professionalism
2. Zero tolerance to corruption.
3. Integrity - honesty, accountability and transparency.
4. Patriotism.
5. Team spirit.
6. Prompt responsiveness to internal and external customer.
7. Consultative.
8. Innovation.
9. Commitment.
10. Promotion and protection of public interest.
11. Gender equity and equality.
12. Excellence.
13. Human dignity.
14. Equity.
15. Non discrimination.
16. Sustainable development.
17. Participation of the people.

5. STRATEGIC OBJECTIVES

1. To formulate and coordinate implementation of policies and legal framework for sustainable lands & Physical Planning.
2. To ensure efficient and effective administration and management of land resource.
3. To prepare and maintain maps for registration of land.
4. To acquire and maintain accurate geospatial data for physical development and provisions of secure land tenure.
5. To ensure uptodate, accurate and reliable geospatial positoning and mapping of land resources.
6. To facilitate access to adequate Land.



The Survey of Kenya

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7. To ensure efficiency in the procurement of common user items for government institutions.

6. ORGANIZATIONAL STRUCTURE

The Ministry is divided into three Departments thus;

1. Department of Lands.
2. Department of Physical Planning.

7. OUR OBLIGATIONS AND RANGE OF SERVICES

Our obligations and range of services to customers and stakeholders include:-

1. Land management.
2. Policy and legal framework.
3. Delivery of 3,000,000 titles.
4. Sustainable land use planning.
5. Development and implementaton of Kenya Natonal Spatial Data Infrastructure (KNSDI).
6. Development of Kenya Geodetic Reference Frame.
7. Establishment of Geodetic Controls across the country.
8. Implementation of International Boundaries Treaties
9. Implementation of International Land Survey Conventions e.g. Safety of Life at Sea.
10. Quality control and quality assurance for all land surveys.
11. National and International Boundaries dispute resolutions.
12. Preparation of land registration maps.
13. Updating and maintenance of maps.
14. National land title register.
15. Facilitate distribution of land.
16. Efficient procurement, and supply of common user items to Government.



8. OUR CUSTOMERS AND STAKEHOLDERS

Our customers and stakeholders include but are not limited to:

1. The Citizens of Kenya.
2. MDAs and other Public Institutions.
3. County Government.
4. National Environmental Management Authority.
5. Development partners and International Organizations.
6. Bank and non-bank financial institutions (Mortgage providers).
7. Other foreign missions or international agencies who make request to Kenya Government.
8. Private Sector Organizations and Professional Bodies (in building Industry).
9. Non-Governmental Organizations, Civil Society Organizations.
10. Community Based Groups.
11. World Bank.
12. Consultants and contractors.
13. Shelter Afrique, (Sida) etc.

9. OUR COMMITMENTS

To the general public, customers and stakeholders we are committed to:-

1. Observe professionalism and expediency in service delivery.
2. Offer high quality service with courtesy; free from corruption or undue demands.
3. Ensure that all information is communicated timely and accurate, is reliable and on time.
4. Attend to customers' requirements or issues in a diligent and respectful manner.
5. Quality improvement through best management practices.
6. Courteously receive criticism, feedback through complaints, suggestions and compliments.
7. Respond promptly to inquiries, correspondences and emergencies immediately.
8. Utilize project resources as provided for in the respective agreements and work plans and procure goods and services in a competitive, accountable and transparent manner.
9. Observe Government rules and regulations.
10. Attend to suppliers'/service providers' complaints promptly and give feedback within 7 days.
11. Provide dedicated timely planning project development and implementation advice to all MDAs.
12. On the spot maintenance of public buildings and equipment.
13. Source for tenders within three (3) days from the date of approval of Bills of Quantities and issue final accounts on contracts within three (3) months from completion of works.
14. Attend to emergencies within a maximum of 2 days. This is the current status in our tender document.
15. All staff shall wear badges for ease of identification.
16. All Departments will display in their premises service charters with all the requisite details.

10. OBLIGATIONS OF OUR CUSTOMERS

We expect our customers to:-

1. Provide accurate and timely information to facilitate timely response.
2. Give our staff necessary cooperation and respect as they serve you and/or report any cases of Corruption by staff.
3. Refrain from extending undue influence, favors, bribes or unethical inducements to staff.
4. Avail all necessary documents to facilitate payments.
5. Deliver items in the quality, specifications and prices quoted, within three days of order or within period specified in order/contract.
6. Observe Government procurement rules and regulations.

11. RIGHTS OF OUR CUSTOMERS AND STAKEHOLDERS

Our customers and stakeholders are entitled, deserve and have a right to:-

1. Quality and prompt services.
2. Accurate and balanced information.
3. Respect and courteous treatment by our staff.
4. Request for identity of the officer(s) serving them.
5. Engage in constructive criticism and own opinion.
6. Timely payments for goods delivered and services rendered.
7. Get an official receipts for all payments



Service	Requirements	User Charges(Ksh)	Time Line
Attend to emergency.	Emergency.	Free.	2 days
Provision of technical advice e.g. on subdivision,	None.	Free.	On the spot
Issuance of title after completion of adjudication process.	*Original ID. *Specific plot number *Pin number. *3 passport size Photographs.	*Preparation fees: Ksh.500/= per title. *Adjudication fee: Minimum Ksh.250/= per ha.	2 days.
Issuance of title deeds in settlement schemes.	*Production of discharge of charge and transfer document. *Copy of ID. *PIN Number.	*Stamp duty: 2% of Land value. *50 cents per Ksh. 1,000/= of the amount charged. *Title fees: Ksh.500/=. *Attestation: Ksh.500/=. *Attestation: Ksh 1,000/=.	2 days.
Issuance of title subdivision.	*Amended Registry Index Map (RIM). *Copy of ID. *PIN number.	Registration fee;Ksh.500/=.	2 days
Assessment of stamp duty.	Production of documents.	Free.	On the spot.
Valuation for stamp duty.	Provision of location map/route map.	Free.	20 days.
Stamping of documents.	Proof of payment of stamp duty.	Gazette fees.	2 days.

Service	Requirements	User Charges(Ksh)	Time Line
Registration of documents: *Transfers *Charges. *Discharges. *Succession, correction of names, mutations Partition. *Power of attorney. *Leases.*Caution withdrawals .	Court orders/decrees: *Attestation. *Transfer document. *PIN number. *2 sets of passport size photographs for each party. *Certified copy of ID. *Necessary clearances.	Ksh.500/=.	7 days
Issuance of search certificate.	*Completed application form. *ID number. *PIN.	Ksh.520/=.	3 days.
Resolution of boundary disputes.	*Proof of ownership. *Availability of RIM of disputed land. *Location map.	Minimum:Ksh.3,000/=.	2 months.
Approval of sub-division/ amalgamation schemes.	Approval by other relevant authorities.	Ksh.125 /=per sub-plot.	2 days.
Approval of building plans.	Recommendation by other relevant authorities.	Minimum:Ksh.750/=	2 days.
Issuance of consent to transfer, charge, lease and sub-lease.	*Written application.*Rent clearance certificate.	Ksh.1,000/= per plot.	2 days.
Approval of application for extension of lease/change of user/ex-tension of user, subdivisions and amalgamations.	*Appropriate application	Minimum Ksh.250/=.	2 days.
Attending courts summons.	*Summons	Minimum :Ksh.1,250/=.	As per court schedule.
demarcation of land.	Request for demarcation.	Free.	12 months.

Service	Requirements	User Charges(Ksh)	Time Line
Filing of land cases.	File a case within 14 days after completion of demarcation.	Ksh.150/= per case.	On the spot
Hear and determine land committee cases.	Attendance by all the parties on issuance of summons at a specified place within the adjudication section	Free.	3 months.
Filing of arbitration board cases.	File a case 14 days after committee's decision.	Ksh.300/= per case.	On the spot
Hear and determine arbitration board cases.	Attendance by all parties on issuance of summons at a specified place within the adjudication section.	Free.	4 months.
Determination of objection cases against adjudication register.	*File objection within 60 days after publication of adjudication register. *Attendance by all parties	Ksh.500/= per case.	6 months.
Hear and determine objection to the register.	Attendance by all parties on issuance of summons at a specified place within the adjudication section.	Free.	6 months.
Filing of appeal to the Minister.	Appeal within 60 days after determination of the Objection.	Ksh.600/= per case.	On the spot
Sale of case proceedings.	Submission of application on demand.	Ksh.60/= per page.	1 day.
Sale of sketch maps.	Submission of application on demand.	Ksh.60/= per page.	On the spot.
Incorporation of group representatives.	Application by committee members to the registrar of group representatives 60 days after finalization of adjudication section.	Ksh.100/= per group.	1 day.
Updating of group ranch members' register.	Annual general meeting minutes and the register.	Ksh.10/= per new member.	1 month

Service	Requirements	User Charges(Ksh)	Time Line
Preparation of legal documents for settlement schemes plots.	*Letter of acceptance of offer*10% payment of land charge Deposit.	*Conveyance fee: Ksh.250/= plus 10%. *Administration charges assessed as Follows: i) Low potential areas: Ksh.2,500/acre; ii) Medium potential areas; Ksh.3,500/acre. iii) High potential areas: Ksh.5,000/acre.	
Survey of general boundaries.	Production of land control consent.	Minimum Ksh.3,000/= per ha.	1 month.
Processing of mutations forms.	*Mutation duly signed by a Licensed surveyor. *Payment of fees and Production of LCB consent.	Minimum Ksh.200 per Portion/ha.	30 min.
Sale of mutation form.	A letter from a licensed surveyor.	Ksh.80 per set.	On the spot.
resolution of boundary disputes (general boundaries).	Payment receipt.	Minimum Ksh.200/= per Portion/ha.	2 months.
Resolution of boundary disputes (fixed boundaries).	Payment receipt. Proof of ownership	Minimum Ksh.7,500/= per portion or Ksh. 2,500/= per beacon.	2 weeks.
Giving of evidence in court.	Payment receipt.	Ksh.2,000/= per court attendance plus traveling and accommodation costs.	As required.
Surveying of new grants.	*Payment receipt *Letter of allotment *Part development plan	Minimum Ksh.10,000/= per portion plus 3% value of plot.	1 Month.

Service	Requirements	User Charges(Ksh)	Time Line
Rim amendment/deed plan preparation.	•Indent from allocating authority. •Release letter from licensed surveyor. •Payment receipt.	Minimum 1000 per portion.	1 month.
Sale of maps.	On request.	Minimum 150 per small sheet printed. Minimum 300 for large sheets.	On the spot.
Sale of national atlas.	On request.	*Digital copy Ksh.5,000/=. *Hard copy Ksh.7,500/=	On the spot.
Sale of topographical Maps.	On request.	Ksh.400/=-500/= per sheet.	On the spot.
Topographical surveys.	On request.	Minimum Ksh.25,000/= per site/ha.	1 month.
Provision of technical advice.	On request.	Free.	On the spot.
Processing application for change of user or extension of user or extension of lease.	*Location plan. *Planning brief. *PPA II from the county government. *Certified copy of title. *Site inspection. *Notice of publication.	*Nairobi/Mombasa: Ksh.3,000/= *Other counties Ksh.1,000/=. *Other sub-counties Ksh.500/=.	5 days.
Processing of application for sub-divisions.	A scheme plan prepared by Registered planner. *PPA II from the sub-county. *Notice of publication. *Certification of the title. *Consent from Land Control Board.	*2-10 plots: Ksh200/= per Plot. *11-20 plots: Ksh.150/= per plot *21-50 plots: 100/= per plot. *51 and above Ksh.80/= per plot	3 days.

What You need to know about Title Deeds

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13. DISPOSAL OF UNUSED ITEMS

Disposal of obsolete stores and assets will be done as and when recommendations of the Board of

14. CONTACTS

In cases where service delivery is perceived to be inefficient and ineffective, complaints should be reported to:

Cabinet Secretary, Ministry of Lands
& Physical Planning
Ardhi House, Headquarters,
1st Ngong Avenue,
P.O. Box 30450-00100, Nairobi,
Tel: 254-020-2718050
Fax: 254-020-2721248
Website: www.ardhi.go.ke.

or

or Commission Secretary
on Administrative Justice (CAJ),
Harambee Annex Building, 6th floor,
Harambee Avenue,
P.O. Box 20414-00200 Nairobi.
Email: info@ombudsman.go.ke.

Principal Secretary,
Department of Lands
Ardhi House, Headquarters
1st Ngong Avenue
P.O. Box 30450-00100, Nairobi
Fax 254-020-2721248
Email: pslands@ardhi.go.ke
Website: www.ardhi.go.ke

