



# **REPUBLIC OF KENYA MINISTRY OF HOUSING**

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## **SERVICE CHARTER** **for** ***Facilitating access to adequate housing for all Kenyans in sustainable human settlements***

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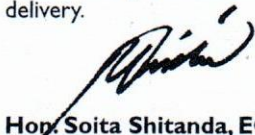
**March 2007**

## **PREFACE**

This Service Charter is a declaration of our commitment to serving our clients, customers and stakeholders with dedication; achieving targeted, efficient and ethical results for Kenyans in facilitating Kenyans to access quality housing in sustainable human settlements.

Through this charter, the Ministry of Housing expects to enhance the level of awareness of clients, customers and stakeholders about the Ministry's role in facilitation and coordination of the housing sector. This service delivery charter defines our commitment and obligations in enhancing access to excellent, adequate, quality and affordable housing by Kenyans within the overall structure of the Government of Kenya.

I request our clients, customers and stakeholders to regularly provide us with feedback on the quality and efficiency of our services to enable us improve on service delivery.



**Hon. Soita Shitanda, EGH. M.P.**

Minister for Housing

## FOREWORD

This Service Charter has been developed through a consultative process, for the Ministry's staff, our external clients, customers and stakeholders. It is a commitment by the Ministry of Housing to our stakeholders, clients and customers that we will undertake our responsibilities with integrity and sense of duty. The charter spells out the Ministry's mandate, core functions, vision and mission in a way that the Ministry's essence and purpose is clear. Our core values, range of services, commitments as well as those of our clients, and feedback mechanisms are incorporated in the charter.

The Charter provides our clients, customers and stakeholders with information about the Ministry of Housing. We wish to clarify what our clients, customers and stakeholders expect from us and what we in turn expect of them. We acknowledge that feedback plays a significant role in the Ministry's continuous improvement endeavour aimed at achieving our mandate and also providing quality services to our customers. In this regard, the Charter provides our clients, customers and stakeholders with standards to judge us against, and mechanisms of communicating with us.



**Tirop Kosgey**  
Permanent Secretary

## OBJECTIVES OF THE SERVICE CHARTER

The main objective of our Service Charter is to enhance awareness levels of our clients, customers and stakeholders and provide inferred clarification of our role and mandate, core functions and objectives, core values embraced in our service delivery process, the range of services offered and the standards we are committed to uphold in order to offer high quality service. Mechanisms for complaint redress as well as the feedback mechanisms have also been articulated. We expect that this will eventually enhance participation of our clients, customers and stakeholders in the housing sector.

## OUR VISION

Excellent, affordable, adequate and quality housing for all Kenyans.

## OUR MISSION

To improve livelihoods of Kenyans through facilitation of access to adequate housing in sustainable human settlements.

## OUR MANDATE

Our mandate includes Housing Policy; monitoring housing delivery processes and improvement of living conditions of urban poor; Low Cost Housing Technologies; facilitating access to housing development



finance; promotion of efficient and effective management of government housing and leases; and Rent Restriction and dispute resolution services for low income groups.

## **CORE FUNCTIONS**

The core functions of the Ministry include,

- Housing Policy;
- Housing Finance;
- Shelter and Slum Upgrading;
- Appropriate Low Cost Housing Building and Construction Technologies;
- National Secretariat for Human Settlement;
- Housing for Civil Servants and Disciplined Forces;
- Management of Government Housing;
- Leasing of Public Office and residential accommodation for Constitutional Office Holders;
- Rent Restriction Tribunal; and
- National Housing Corporation (NHC).

To undertake our mandate and core functions, the ministry is structured into four departments, two programmes and one Semi Autonomous Government Agency (SAGA).

### **Departments include:**

- General Administration and Planning,
- Department of Housing,
- Government Estates Department, and

- Rent Restriction Tribunal

### **Programmes being implemented are:**

- Kenya Slum Upgrading Programme (KENSUP) and
- Civil Servants Housing Scheme (CSHS)

National Housing Corporation (NHC) is the only SAGA in the ministry operating as a commercial state corporation.

## **OBJECTIVES**

Our objectives include:

- Formulate and implement Housing Sector Policies;
- Formulate and implement Housing Sector legislation to provide a conducive legal and administrative framework for housing development;
- Upgrading the Slums and informal settlements by improving infrastructure and social services e.g. roads, provision of water, sewerage system, electricity, sanitation, garbage collection points and income generating activities;
- Promote research, identification and dissemination of information on appropriate low cost building materials and technologies and best practices;
- Facilitate home ownership by civil servants through Civil Servants Housing Scheme Fund;
- Promote Public-Private Partnerships in housing development and delivery;
- ensuring adequate maintenance and security of Government Houses (both pool and institutional);

- Regulate controlled residential tenancy and promote resolution of disputes arising from landlord-tenants relationships;
- Mainstream environmental impact assessment in housing programmes;
- Improve linkage between policy, planning, budgeting and implementation of housing programmes;
- Ensure efficient planning, financial, procurement, administration and human resource management that support implementation of housing sector policies;
- Monitor, Evaluate and Review programmes and projects in Housing Sector; and
- Mainstream HIV and AIDS management in the workplace.

## OUR CORE VALUES

In carrying out the mission, the Ministry is guided by the following core values which focus on professional growth and integrity in service delivery:-

- Commitment;
- Teamwork;
- High quality service;
- Integrity;
- Innovation;
- Professionalism;
- Promotion and protection of public interest; and
- Zero tolerance to corruption.

## OUR CLIENTS, CUSTOMERS AND STAKEHOLDERS

Our clients, customers and stakeholders include but are not limited to:

- Kenyan public
- Bank and Non-Bank Financial Institutions (Mortgage providers)
- Local Authorities
- Public institutions
- Private sector Organizations and Professional Bodies (in building industry)
- Academic/Research Institutions
- National Environmental Management Authority
- Non-Governmental Organizations, Civil Society Organisations, Community Based Groups
- Development partners and International Organizations (UN-Habitat, Shelter Afrique, Sida)
- Consultants and Contractors
- Public Servants
- Housing Cooperatives and other cooperatives
- Media

## OUR OBLIGATIONS AND RANGE OF SERVICES

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

- Facilitate enhanced production of decent and affordable housing;



- Promote and facilitate use of appropriate and low cost building technologies;
- Develop and implement policies, programmes and strategies to facilitate upgrading and prevention of slums in Kenya;
- Develop and facilitate adequate housing for civil servants;
- Provide effective and efficient Estate Management Services in the public sector;
- Improvement of Tenancy Relations through fair and just arbitration;
- Ensure open, fair competitive and professional conduct of processes of procurement of goods and services;
- Monitor and evaluate impacts of housing sector policies; and
- Ensure efficient financial planning, budget implementation and budgetary control for the housing sector.

## **OUR COMMITMENTS**

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

- Observe professionalism and expediency in service delivery;
- Offer high quality service with courtesy; free from corruption or undue demands;

- Ensure that all information is communicated timely and accurately;
- Attend to customers' requirements or issues in a diligent and respectful manner;
- Quality improvement through best management practices;
- Courteously receive feedback through complains, suggestions and compliments;
- Respond promptly to enquiries and correspondences
- Disseminate on a timely basis, accurate and reliable information at all times
- Have the tribunal court hear, determine and dispose tenants and landlords disputes within reasonable time of filing
- Utilise project resources as provided for in the respective agreements and work plans
- Procure goods and services in a competitive, accountable and transparent manner;
- Observe Government rules and regulations; and
- Attend to suppliers'/service providers' complaints promptly and give feedback within a reasonable time.

## **OBLIGATIONS OF OUR CLIENTS, CUSTOMERS AND STAKEHOLDERS**

**We expect our clients and customers to:-**

- Provide accurate and timely information to facilitate timely response

- Give our staff necessary cooperation and respect as they serve you and/or report any cases of corruption by staff
- Refrain from extending undue influence, favours, bribes or unethical compromise to staff
- Avail all necessary documents to facilitate payments
- Deliver items in the quality, specifications and prices quoted, within three days of order or within period specified in order/contract
- Observe government procurement rules and regulations

## **RIGHTS OF OUR CLIENTS CUSTOMERS AND STAKEHOLDERS**

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

- Quality and prompt services;
- Accurate and balanced information;
- Respect and courteous treatment by our staff;
- Request for identity of the officer(s) serving them;
- Engage in constructive criticism and own opinion;
- Timely payments for goods delivered and services rendered;
- Get an official receipt for all payments; and
- Access to our offices and officers within the official working hours.

## **CHARGES FOR SERVICES OFFERED**

Our services are offered for free except the following:

- Application form for the purchase of houses under the Civil Servants Housing Scheme cost Kshs. 1,000.
- Purchase of tender documents varies between Kshs. 2,000 to Kshs. 5,000 depending on the magnitude of project or as indicated in the tender advertisement.

## **OUR COMMITMENTS TO INTERNAL CLIENTS AND CUSTOMERS**

To our internal clients and customers (Staff) we are committed to:-

- Process requisitions submitted with clear and unambiguous specifications through the quotation process and goods/service delivered/rendered within 3 weeks of requisition;
- Procure goods and services through direct procurement within 2 weeks;
- Deliver goods and services procured through cash/imprest system within 2 days;
- Inspect compliance with technical specifications of various equipments procured within 1 week;
- Ensure that goods and services received are as per the specifications;
- Issue stores twice in a week, i.e. Tuesdays and Thursdays;

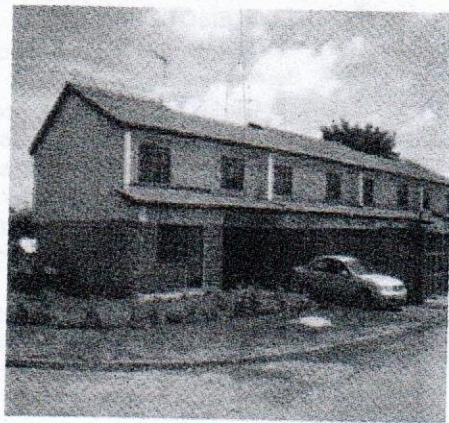


- Accord training opportunities to the deserving officers on prioritised and objective basis;
- Forward Ministry of State for Public Service training announcements within 2 days of receipt;
- Announce training opportunities from the Ministry of State for Public Service and process nominations within 5 days of receipt;
- Respond to, or communicate, Public Service Commission decisions within 5 days of receipt
- Compile statistics of the officers trained for every quarter within 2 weeks of end of the quarter;
- Process imprest within 2 days upon receipt in the Accounts Unit;
- Process imprest surrender within 5 days;
- Undertake technical evaluation and submit report to Accounting Officer within 3 weeks;
- Process evaluation reports submitted to Ministerial Tender Committee including approvals and advising the procuring entity/ department within 3 weeks;
- Update the IPPD systems within one day upon receipt of requisite instructions;
- Process Authority to Incur Expenditures within 2 weeks of receipt of Parliament authority for the 1st and 4th Quarters and within 2 weeks commencement of 2nd and 3rd quarters;
- Acknowledge receipt of enquiries and correspondences within 5 days and provide responses within 2 weeks; and

- Provide technical and operational support for Information and Communication Systems within 1 week of reporting.

### **DISPOSAL OF UNUSED ITEMS**

Disposal of obsolete stores and assets will be done as and when recommendations of the Board of Survey are received. This will be conducted through Open National Tender (ONT) procedure or Public Auction to ensure transparency and accountability. The process will be completed within the tender validity period or within 120 days in case of open tender and 60 days for Public Auction.





## FEEDBACK MECHANISM

Feedback on compliments, positive recognition, unfulfilled expectations and dissatisfaction should be brought to the attention of the following:

Permanent Secretary  
Ministry of Housing  
6th floor, Ardhi House  
1st Ngong Avenue  
P.O. Box 30119-00100  
Tel: +254-20-2718050/  
2710451/2710452  
Fax: +254-20-2734886  
email: [ps@housing.go.ke](mailto:ps@housing.go.ke)  
NAIROBI

OR  
Public Relations Officer  
Ministry of Housing  
6th floor, Ardhi House  
1st Ngong Avenue  
P.O. Box 30119-00100  
Tel: +254-20-2718050/2710451/2710452  
Email: [pro@housing.go.ke](mailto:pro@housing.go.ke), [info@housing.go.ke](mailto:info@housing.go.ke)  
NAIROBI

OR  
Head of Administration  
Ministry of Housing  
6th floor, Ardhi House  
1st Ngong Avenue  
P.O. Box 30119-00100  
Tel: +254-20-2718050/  
2710451/2710452  
Fax: +254-20-2734886  
email: [admin@housing.go.ke](mailto:admin@housing.go.ke)  
NAIROBI

## Review of Charter

The Charter will be reviewed periodically in consultation with the Ministry's clients, customers and stakeholders in order to ensure conformity with their changing needs and expectations.

