

Objectives of the charter

The purpose of this Service Charter is to enhance awareness on our role as the Municipal Council of Malindi and our core values, provide information on the services we offer, the standards we have set, improvement in pursuit of client satisfaction, excellence in operations and to meet the expectations of our clients in the Municipality jurisdictions as mandated.

Mandate

To provide and manage services as per Local Government Act CAP 265. These services include:

- Planning and development control
- Markets
- Cemeteries and burials of unclaimed bodies
- Fire services and fire brigade
- Refuse and garbage collection
- Recreational grounds, parks and street lightening
- Maintenance of public streets in the Municipality

The Municipal Council additionally provides the following services:

- Housing and pre primary education
- Bursaries
- Health care facilities

Vision

To be the most eco-friendly, sustainable and multi-sectoral economy Municipality in east and central Africa

Mission

Provide and coordinate the mandated services efficiently and effectively to the benefit of residents and visitors of Malindi and to organize a coordinated development and a high quality of life for all.

Statement of values

We are a democratically elected and accountable public body. In carrying out our work, we will seek to earn and retain the confidence of our community, which in turn creates a sense of identity belonging, direction

and purpose. We will value:

- Integrity, honesty and uprightness
- Responsibility and accountability
- Professionalism, innovativeness and excellence.
- Inclusiveness—embracing teamwork and partnership
- Community participation and views of grass root ward level
- Focus on the client/stakeholder contributions and expertise
- Development of our community by providing equality of opportunity for all
- Encouragement and support for an informed, well-trained flexible and motivated workforce

Organizational structure

The Municipal Council of Malindi is under the Ministry of Local Government. The overall decision-making organ is the Council composed of elected and nominated Councillors whereby the Mayor is the Head of the civic wing.

The Town Clerk is the Chief Executive Officer of the Council, who oversees the day-to-day Management and Administrative activities.

The Council is organized into five departments, namely:

- | | |
|-------------------|----------------------------|
| 1. Town Clerk | 4. Public Health |
| 2. Town Treasurer | 5. Social Welfare Services |

Our core principles of service delivery

We commit ourselves through this charter to the following principles:

- Provide clients with adequate information about services in a accountable and transparent manner
- Set clear and explicit standards of service
- Communicate clearly and effectively
- Uphold and safeguard the independence of the Council in the discharge of its mandate
- Take corrective action on errors and deficiencies that

may occur

- Handle clients with dignity, courteous and respect
- Uphold transparency and accountability
- Devise a monitoring and evaluation system to keep track of performance of the Council
- Place the common good of the Municipality, the customer and the general public above self
- Utilize resources prudently to attain best value for users, citizens and taxpayers
- Uphold principles of natural justice at all times
- Promote meritocracy with due regard to parity of treatment
- Cultivate dynamism and innovative practices through continuous improvements of systems and processes

Clients expectations

Our clients expect efficient and effective provision of services specifically:

- Provision and maintenance of physical and social infrastructure
- Co-ordination and supervision of urban development meeting statutory norms, development, environmental, safety and security standards
- Speedy response to concerns, complaints and enquiries
- Treatment with respect and courtesy
- Enhancement of capacity building to support responsive systems
- Rehabilitation of street persons, catering for childrens' welfare and youth empowerment within the Council's jurisdiction
- Provision and promotion of access to quality and equitable health care services
- Management of Local and external revenue sources

What the Council expects from citizens

In order to fulfill its obligations, the Council expects the clients to observe the following:

- Observe and respect the Law, the Council by-laws, rules and regulations
- Treat Council staff with respect and courtesy
- Respond to information requests in a timely manner
- Speedy settlement of out standing debts owed to the Council
- Create an enabling environment for implementation of planned programmes.

Our range of services

The Municipal Council of Malindi undertakes to deliver the following services:

- Environmental conservation and management
- Public Health and sanitation
- Roads and drainage
- Urban Planning and development control
- Preprimary education
- Public housing
- Fire services and fire brigade
- Community development
- Burial of destitute persons
- Promotion of tourism
- Enabling environment for job creation
- Provision of recreational facilities

Commitments on Service Delivery

In service delivery, we pledge that:

- 1) All visitors will be attended and served efficiently to the reception within three minutes of their arrival
- 2) All telephone calls will be attended to within thirty seconds of the first ring

- 3) Routine correspondences will be acknowledged within seven days
- 4) Technical correspondences will be replied to within twenty days from the date of receipt of the enquiry
- 5) All payments will be made within thirty days upon receipt of supporting documents
- 6) All applications on developments shall be responded to within thirty days from the date of receipt of the application
- 7) Renewal of Single Business Permit will be granted within two days from the date of application and upon payment of the requisite amount
- 8) Issuance of Medical Examination Certificates will be done within one day for all those presenting valid laboratory results indicating that they are fit

Handling complaints

Clients are encouraged to make genuine complaints, suggestions and compliments to the Town Clerk through the Physical address, in person, post, telephone, fax or e-mail.

We will acknowledge receipt and handle genuine complaints within two weeks subject to the nature of the complaint.

We therefore commit ourselves to the following complaints handling process:

- Operate a customer care desk
- Maintain a register of complaints
- Maintain a complaints/suggestion boxes
- Maintain a hotline telephone service.

We guarantee confidentiality and privacy in respect of complainants' identity to safe guard the rights of the clients. However, we encourage complainants to identify themselves given the practical difficulties of handling anonymous grievances.

Municipal Council of Malindi



Citizen Service Delivery Charter for improved Service Delivery

Contacts

The Town Clerk, Municipal Council of Malindi
Town Hall, P.O. Box 371, Malindi 80200
Tel/Fax 042 31601

Council's Switchboard Tel. number 042 20157

Direct landlines

Treasurers: 042 31553

Engineers: 042 20894

Public Health: 042 20156

Citizens Office: 042 20864

Fire Station: Mobile 0733 550990

Official working days and hours

Monday to Friday: from 7.45 am to 12.30 pm

4.30 pm

2.00 pm to