



NAIROBI METROPOLITAN SERVICES



Where efficiency meets effectiveness

PUBLIC NOTICE

INVITATION FOR PUBLIC PARTICIPATION ON THE DRAFT CITIZEN SERVICE DELIVERY CHARTER FOR THE NAIROBI METROPOLITAN SERVICES

Notice is hereby given that in pursuant to the signing of the Deed of Transfer of functions on 25th February 2020, the Nairobi Metropolitan Services has developed a draft Citizen Service Delivery Charter intended to provide efficiency in service delivery to the citizens of Nairobi.

The public is hereby invited to interact with the draft service delivery charter and submit their comments, views and memorandum as may be deemed appropriate **not later than fourteen (14) days from date of this notice.**

The draft charter can be accessed at NMS website: www.nms.go.ke and the Director Compliance and Service Delivery office at **11th Floor, Kenyatta International Convention Centre (KICC).**

Views and Memoranda can be submitted through the following methods:

1. Sent electronically through email address servicecharter@nms.go.ke
2. Posted to Director General, Nairobi Metropolitan Services, **P.O. Box 49130-00100 Nairobi.**
3. Dropped off at the Office of the Director General Nairobi Metropolitan Services on **23rd Floor, KICC** between the hours of **0800 and 1700 Monday to Friday.**

NMS will further hold public participation through virtual meetings to be held on the dates as per the schedule below:

Ser	Organization	Dates	Venue
1.	Government Ministries, Departments & Agencies	18 th October 2021	Kenya School of Government, Lower Kabete Nairobi
2.	Professional Bodies	19 th October 2021	Virtual meeting
3.	Resident Associations	20 th October 2021	Virtual meeting
4.	General Public	21 st October 2021	Virtual meeting

Stakeholders are requested to register using the above email address by submitting their cell phone number, email address and the group category for ease of sending the meeting link.

**DIRECTOR GENERAL
NAIROBI METROPOLITAN SERVICES**



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