



REPUBLIC OF KENYA



## NAIROBI METROPOLITAN SERVICES

### DRAFT CORPORATE CITIZENS SERVICE CHARTER

Services Rendered	Customer Obligation/Requirements	Timeline	Charges (Ksh)
<b>MEDICAL SERVICES</b>			
Out-Patient Services	Registration/Payment	2 Hour	Free - 100
In-Patient Services	In-Patient Registration and Admission Letter	2 Hours	Condition/Length of Stay
Laboratory Services	Lab Request Form	Immediate - 24 Hours	Free - 1,000
Imaging Services	Imaging Request Form Payment	Immediate - 24 Hours	Free - 12,000
Pharmaceutical Services	Prescription Payment	15 Minutes	Condition Specific
Maternal and Child Healthcare Services	MCH Booklet Copy of National ID	Immediate - 24 Hours	Free
Public Health Services	Application Form	5 Working Days	Free - 60,000
Rehabilitative Services	Consultation Form Payment	Immediate - 30 Minutes	Free - 1,500
Ambulance and Emergency Referrals	Request Referral Letter	Within 1 hour	Free
Mortuary Services	Police OB Number/ Letter from the Chief	Immediate	500/day
<b>ROADS, TRANSPORT AND PUBLIC WORKS</b>			
Construction and Maintenance of Roads	Public Participation Application Request	Continuous	Free
Adoption of Civil Engineering Works, Roads and Storm water Drainage Infrastructure	Application for Adoption	14 Working Days	Road Works ≤5,000m Max 70,000
Highway Banners and Events on Roads	Application Payment	5 Working Days	10,000 - 24,560

Road Opening Permit	Application Performance Bond of Ksh 300,000 Payment	5 Working Days	Min 4,000
Loading Zones	Application Payment	14 Working Days	220,000 Per Annum/Per Parking Bay
Public Transport Picking/Dropping Zones	Application	14 Working Days	Free
<b>LANDS, HOUSING &amp; URBAN RENEWAL, URBAN PLANNING &amp; DEVELOPMENT</b>			
Survey of County allotted properties	Application Payment	30 Days	25,000 Per Plot
Change of Use and Extension of Use	Planning brief and PPA 1 Form Payment of Fees and Rates	30 Days	61,000 - 121,000
Development Approvals	Online Application Payment	5-30 Days	0.5% of the Cost of Construction
Outdoor Advertisement and Signage	Application Payment	14 Days	6,000 - 387,400
Provision and Management of Affordable Housing and County Rentals	Application Payment	Continuous	Sale: 1 – 3 million Rent: 1,000 – 16,000
<b>ENERGY, ENVIRONMENT, WATER AND SANITATION</b>			
Provision and Maintenance of Street Public Lighting	Application Public Participation Reporting	Continuous	Free
Solid Waste Management	Segregation of Solid Waste	Daily - 5 Working Days	100 - 60,000 Per Month.
Noise, Air and Water Pollution Regulation	Application Payment	5 Working Days	5,000 - 20,000
Use of Public Parks and Open Spaces	Application Payment	5 Working Days	500 - 250,000 Per Day
Regulation and Management of Water and Sanitation Services	Application Reporting Payment	Continuous	10,000 - 100,000
<b>SUPPORT SERVICES</b>			
Public Participation	Attendance	Continuous	Free
Response to verbal enquiries	Enquiry	5 Minutes	Free
Response to phone calls	None	3 Rings	Free
Response to written correspondence	Social Media Email Letter	1 Day 1 Day 7 Days	Free Free Free

Enforcement and Maintenance of law and order	Reporting	Immediate - 48 Hours	Free
Procurement of Goods/Services and Disposal of Assets	Submission of Bids	10 - 90 Days	Free - 1000
Processing of payments to suppliers	Provision of Relevant Documents	30 Days	Free

**STATEMENT ON COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

We are committed to Courtesy and Excellence in Service Delivery, without discrimination of any form and with Zero tolerance to corruption. Any service that does not conform to the above standards or any officer who does not live up to our commitment to Courtesy and Excellence in Service Deliver should be reported to:

<p><b>Director General</b> Nairobi Metropolis Services PO Box 49130 Nairobi Email: <a href="mailto:directorgeneral@nms.go.ke">directorgeneral@nms.go.ke</a> <a href="mailto:servicecharter@nms.go.ke">servicecharter@nms.go.ke</a></p>	<p><b>Ethics and Anti-Corruption Commission</b> Integrity Centre P.O. Box 61130-00200 Nairobi Tel: 020 -2717318/020 310722/020 2717468 Email: <a href="mailto:report@intergrity.go.ke">report@intergrity.go.ke</a></p>	<p><b>Commission on Administrative Justice (Office of the Ombudsman)</b> West End Towers, 2<sup>ND</sup> Floor, Waiyaki Way P.O. Box 20414-00200 Nairobi Tel: + 254 020 2270000/020 2303000 Email: <a href="mailto:info@ombudman.go.ke">info@ombudman.go.ke</a> Website: <a href="http://www.ombudsman.go.ke">www.ombudsman.go.ke</a></p>
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