


MUNICIPAL COUNCIL OF THIKA

Customer Service
Delivery Charter

Thika

PREAMBLE

The Municipal Council of Thika is established under the Local Government Act Cap 265 of the Laws of Kenya.

Amongst its key responsibilities are: mobilization of resources within existing legal framework and directing these resources towards addressing the basic needs of the populace in the Municipality.

OUR VISION

To be a local authority of excellence in service provision globally.

OUR MISSION

To create; nurture an efficient, effective, dynamic socio-economic and habitable environment for the citizenry of Thika municipality and environs

PHILOSOPHY

Quality Service and Development

OUR CORE VALUES

1. *Alignment and accountability:* We accept responsibility for our actions. We make and support decisions through experience and good judgment.
2. *Customer Service Excellence:* We are dedicated to satisfying customer needs and honoring commitments that we have made to them.
3. *Teamwork:* Our team is supportive of each other's efforts, loyal to one another, and care for each other both personally and professionally. This is extended to all our partners.
4. *Balance:* We are flexible, helping team members strike a healthy work and life balance.
5. *Community empowerment:* We strive to help and improve the communities where we work and live.
6. *Integrity:* We act with honesty and integrity, not compromising the truth.
7. *Passion for results:* We show pride, enthusiasm, and dedication in everything that we do. We are committed to delivering high quality products and services.
8. *Respect:* We treat our team members, customers, partners, and suppliers with mutual respect and sensitivity, recognizing the importance of diversity. We respect all individuals and value their contributions.
9. *Open and prompt Communication:* We communicate openly, honestly and accurately with our stakeholder. All employees are encouraged to openly share their opinions and views.
10. *Innovation* - We believe that meaningful, productive change - solving problems - only comes by looking at challenges and opportunities from new angles and exercising our curiosity.
11. *Optimal utilization of environment-* We are concerned about the environment and promote the use of recyclable products and renewable energy.

OUR CLIENTS

The council offers services to the following category of clients: -

- Members of the Public
- Members of Staff
- Government Ministries and Institutions
- Development Partners
- Civil Society
- Regional Development Authorities

It should be stressed that this list is not exhaustive.

WHAT SERVICES DO WE PROVIDE

Town Clerks

- Enforcement of council by laws
- Valuers and rates services
- Human resource management

Engineers Department

- Town planning
- Roads maintenance
- Fire fighting
- Vehicle pool

Treasurers department

- Revenue collection
- Accounting functions
- Financial planning and management

Health department

- Preventive and curative health services
- Provision of medical facilities
- Enforcement of minimum health standards

Social services

- Management of rental and institutional houses
- Provision, maintenance and general management of social facilities.

Education

- Providing educational facilities within its boundaries

Housing development department

- Upgrading of residential houses
- Promotion of housing through site and service schemes

Environment

- Solid wastes management
- General cleanliness of town
- Town beatification

Water

- Treatment and distribution of clean water
- Sewerage system management and treatment

The provision of our services will be based on the principles of putting people first and we undertake to honour these principles.

Always come with the relevant supporting documents to enable you access our services. These include plot numbers, allotment letters, copies of identity cards, title deeds, receipts issued, previous Single business permit, educational certificates and results slips, location of faults, birth and death certificates, police abstract, plan drawings, survey plans, part development plans, house and block number.

OUR SERVICE STANDARDS

We have set the following minimum standards for the level and quality of the services we provide.

We commit ourselves to: -

- Attend to you within ten (10) minutes of your visit
- Answer your telephone call by the second ring.
- Five days response on by laws and enforcement
- A maximum of seven days for issues dealing with rates and valuation
- Immediate receipts issuance upon payment of any nature
- Twenty four hours for provision of information requested
- A maximum of ninety days approval of plans.
- Immediate response to fire out breaks
- A maximum of one month for reported road repairs
- Immediate attendance to emergency hospitalization cases and reasonable attendance to normal cases depending on number of patients.
- Immediate response to health hazard and infectious diseases outbreaks
- Provision of clean water at all times
- Proper functioning of sewerage lines

We shall publish the results of our performance against our standards each year in at least one national newspaper and our website on 10th June.

COST OF SERVICE PROVISION

The costs of provision of services are detailed in our annual budgets.

The projects as proposed by the residents are found in the LASDAP plans.

The various fees and charges levied by the council are specified in our Fees and Charges.

These documents are available at a nominal fee upon enquiry at our customer care desk and free of charge at our website.

HOW WE WILL DEAL WITH QUERIES AND COMPLAINTS

We have set up a customer care desk, which can be accessed during normal working hours. It is located at our main offices immediately you enter the town hall. We have a suggestion box at our customer care desk. Make full use of it. We shall respond to your general inquiries on the spot. Our virtual suggestion box is available at our website.

You are entitled to complain against our officers, if while dealing with you, you feel aggrieved. If you are not attended to within the times set in this document or within reasonable time, you may lodge a complaint. We have a complaint's register at our customer care desk. Such complaints shall be investigated and responded to immediately where we can.

When you write to us we shall:

- Acknowledge your letter or e-mail within seven (7) days of receiving it.
- Provide you with the name of the person handling your query.
- Provide you with a reference number, where applicable.
- Tell you when you can expect a full response.
- Provide you with telephonic and e-mail contact details.

If you have a complaint: Tell us.

We shall apologise and try to put things right immediately. If you are not happy with our response, you can contact the Town Clerk on P.O Box 240 Thika, Tel +254-67-21901, Fax +254-67-31120. You can fax us using the same number or e-mail info@thikamunicipal.go.ke. Please tell us what you think of our services and standards and whether you think, we are meeting them. WE would appreciate any comments and/or criticism you may have. Please contact our customer care desk.

YOUR RIGHTS

You have the right to the following:

- **Courtesy**

Our clients shall be treated with courtesy and respect at all times

- **Full Information.**

You are entitled to full and accurate information on your rights under obligations under the laws of Kenya administered by the Council.

- **Prompt and efficient service**

You are entitled to prompt and efficient services when dealing with us.

- **Redress and an apology for lapses in our service**

It is your right to demand and expect an unconditional written apology from us whenever you are wronged.

- **Clean and enabling environment.**

We shall provide a clean, pleasant and enabling work environment with modern equipment and communication tools to members of our staff, as a means of improving the quality of work output.

- Annual reports on performance

The Council shall produce annual reports on its performance and achievements through News Letters, Magazines, Website and other forms of communications.

- Identification

You have a right to demand to see Identification Cards from our officers visiting your premises. You can also telephone our offices to confirm the identity of the official if still in doubt.

- Privacy and confidentiality

You are assured that the personal and financial information that you provide to us shall only be used to carry out our lawful duties.

- Impartiality

You are entitled to demand impartial application of the law.

- Prompt Payment for goods and services

Payments for goods and services rendered to us shall be effected within fourteen (14) days on receipt of all the necessary documents and certificates.

- Suggestion and complaints

Your suggestions and complaints are important to us. Please detail them at our customer care offices. We promise to act on them.

- Language

It's your right to be attended to in a language that you understand.

YOUR OBLIGATIONS

While it is critically important that the Service Delivery Charter should spell out the rights of our customers, they need to be reminded that service delivery is a two-way street and that they have certain obligations as well.

You obligations

▪ Courtesy

You too need to be courteous and civil and respect the dignity of officials they encounter.

▪ Payment of rates, fees and charges

You have an obligation to pay your rates, fees and charges on or before the due dates. Any prompt payments will attract discounts while late payments will attract penalties.

▪ Disclosure and production of relevant documents, records and information

You have an obligation to provide all relevant documents, records and information required by us when carrying out our lawful duties.

▪ Co-operation with our officers

You have a duty to cooperate with our officers and give them full freedom and respect when carrying out their lawful duties. You shall not abuse, intimidate, threaten or influence them in any way, financial or otherwise.

▪ Appointments

You have a duty to book appointments and honour them. We can only meet one person at a time. This is a public office we strive to serve everybody.

WHERE CAN WE BE FOUND

Our offices are located town hall along Kenyatta Avenue, Thika town.

All our offices are open from Monday to Friday during normal working hours. These from 8am to 1pm then 2pm to 5pm. Apart from Friday when we close at 4pm.

You can contact us through the following ways:

Surface Mail: P.O.BOX 240 Thika

Telephone: **Tel +254-67-21901, Fax +254-67-31120**

E-mail: info@thikamunicipal.go.ke

Website: www.thikamunicipalcouncil.go.ke

WE ARE DELIGHTED TO HAVE BEEN OF SERVICE TO YOU