



REPUBLIC OF KENYA

MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT

STATE DEPARTMENT FOR HOUSING AND URBAN DEVELOPMENT

OUR VISION

To be a globally competitive organization in provision of adequate and decent housing in a sustainable environment and coordinated urban development

OUR MISSION

To facilitate access to adequate and decent housing and prepare urban plans for sustainable development

OUR CORE VALUES

- Team spirit
- Prompt customer responsiveness
- Integrity
- Accountability and transparency
- Patriotism
- Consultative
- Professionalism
- Gender equity and equality.

CITIZEN SERVICE CHARTER

SERVICE	REQUIREMENT	CHARGES	DURATION
Onboarding (engaging) of land owners, developers, financiers and potential homeowners for Affordable Housing Program(AHP)	Show Interest	FREE	2 weeks
Accessing of Kitesanya website www.kitesanya.go.ke	Online registration	FREE	1 day
Approval of request for development of affordable housing projects	Submission of relevant documentation	FREE	2 weeks
Processing of Tax Waivers for AHP projects	Submission of detailed request	FREE	1 month
Training on Appropriate Low cost Housing Technologies	Receipt of request	FREE	30 days
	Publicity		
	Assessment of response of training requests	FREE	1 month
Rehabilitation of Government houses	Stabilizing soil block making machine	FREE	2 Weeks
	Request for repairs/rehabilitation	FREE	8 months
	Accessibility for Inspection BQ	FREE	
Allocation of Government houses	Tenders	FREE	
	Monitor application	FREE	3 months
Sale of Civil Servants Scheme Fund houses	Availability of houses	FREE	
	Place visit	FREE	
Loans for construction or purchase of houses under Civil Servants Housing Scheme	Advertisement or circular inviting applications	FREE	3 months after close of application
	Application fee	KSH 1000	
	Deposit	10% of house price	
	Circular announcing loan availability	FREE	30 days
Provision of social and physical infrastructure in the informal settlement	Application fee	KSH 1000	
	Deposit	10% of house price	
	Eligibility requirements	FREE	
	Sale agreements	FREE	
Settlement of Landlords and Tenants Disputes	Approved plan and BQ	FREE	
	Stakeholders consultation, sensitization and consensus	FREE	1 month
	Availability of funds and land	Determined between buyer and seller of property	1 month
Lease of Public Offices and Residential Accommodation for Constitutional Office Holders	Submission and execution of agreed project proposals	FREE	8 Weeks
	Filing of case and payment of filing fee	KSH 430 - KSH 1,200	1 day
	Commencement of hearing of matter/Case after filing	FREE	60 days
	Submission of case after close of defense hearing	FREE	60 days
Technical Backstopping and Capacity Building in Urban Planning and Urban Infrastructure Development	Real Assessment Report	25% of annual net income of the house	2 weeks
	Request from client (Ministry/Department/Agency)	FREE	8 months
	Availability of office accommodation/residential house	FREE	
Classification of Urban Areas and Cities	Assessment of response	FREE	2 weeks
	Commencement of activities upon contribution of funding	FREE	1 month
	Receipt of Request from Constituents and response	FREE	1 week
	File for nomination of members - Ad hoc committee from respective constituting bodies	FREE	2 weeks
a) Infrastructure Planning, Design, Development and Maintenance	Successful Ad hoc Committee	FREE	1 month
	Commencement of definition process and gazettement of New Urban Areas	FREE	6 months
	Established Formal Request needs	FREE	Continuous
b) Technical support to Agencies on the Metropolitan regions	Obtain on kind of Plans	As may be determined	Continuous
	Plan conditions		
Plan Preparation, Approvals, Monitoring & Enforcement	Provision of factual information	FREE	Continuous
Promotion and Branding of Metropolitan Areas	Registration approvals, tender and quotation information, property filed quotations & tender documents.	As may be determined	Continuous
Processing of tenders to contract stage	Proper documentation of tenders and bids	As per the Public procurement Act	Within 60 days after the opening of tenders
Processing of Payment: staff Contractors/suppliers	Attachment and presentation of relevant documents	FREE	4 days
Payments for goods supplied and service rendered	Proof of Goods/ Services/ Works done such as tax details, Invoice, Delivery Note, Inspection Acceptance Certificate, S/C	FREE	Within 14 days after receipt of proper documentation
Conveying information on tendering process	Tender documents	FREE	Within 21 days from the closing date
Preparation of Final Accounts	Ledger	FREE	30 th September of Every Year
Implementation of decisions on Human Resources Management matters	Relevant Approval	FREE	1 month
Receiving, recording, delivering, mailing, filing, and secure custody of the official records	Availability of documents and records for filing	FREE	Same day of receipt
Acknowledge receipt of all correspondences and enquiries	Receipt of clear correspondence or inquiry	FREE	3 days
Ensuring Security and Safety in the Office (premises)	Personal Responsibility	FREE	Continuous
Facilitating Telephone & Internet Communication	Courtesy, Accuracy and Effectiveness by customers	FREE	Answering calls by 2 nd ring 24 hour internet access

Our Contact Address

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