



# 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

- Teamwork
- Respect for diversity
- Inclusivity
- Innovativeness
- Prompt customer responsiveness
- Integrity
- Accountability and transparency
- Patriotism
- Consultative
- Professionalism
- Gender equity and equality

## CITIZEN'S SERVICE CHARTER

Service	Requirements	Charges	Timeline
On boarding (engaging) of land owners, developers, financiers and potential homeowners for Affordable Housing Programme (AHP)	Show interest	FREE	2 weeks
Accessing of BomaYangu website <a href="http://www.bomayangou.go.ke">www.bomayangou.go.ke</a>	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 requests	FREE	1 month
Training on Appropriate Low-Cost Housing Technologies	Receipt of request	FREE	30 days
	Publicity	FREE	1 month
	Assessment of response of training requests	FREE	2 Weeks
	Stabilizing soil block making machine	FREE	2 Weeks
Refurbishment of Government houses	Request for repairs/ refurbishment	FREE	6 months
	Accessibility for inspection BQ	FREE	
	Tenders	FREE	
Allocation of Government houses	House application	FREE	3 months
	Availability of houses	FREE	
	Placement	FREE	
Sale of Civil Servants Scheme Fund Houses	Advertisement or circular inviting applications	FREE	3 months after close of application
	Application fee	KSh. 1,000	
	Deposits	10% of house price	

Service	Requirements	Charges	Timeline
Loans for construction or purchase of houses under Civil Servants Housing Scheme	Circular announcing loan availability	FREE	90 days
	Application fee	KSH 1000	
	Deposit	10% of house price	
	Eligibility requirements	FREE	
	Approved plan and BQS	FREE	
	Sale agreements	FREE	
Provision of social and physical infrastructure in the informal settlement	Stakeholders' consultation, sensitisation and consensus	FREE	1 month
	Availability of funds and land	Determined between buyer and seller of property	1 month
	Submission and evaluation of agreed project proposals		6 weeks
Settlements of Landlords and Tenants disputes	Filing of case and payment of filing fee	KSH 430-1200	1 day
	Commencement of hearing of matter/case after filing	FREE	60 days
	Determination of case after close of defence hearing	FREE	60 days
	Rent Assessment Report	2% of the annual rent income of the house	2 weeks
Lease of Public Offices and Residential Accommodation for Constitutional Office Holders	Request from clients	FREE	6 months
	(Ministry/Department/agency) Availability of office accommodation/residential house	FREE	
Technical Backstopping and Capacity Building in Urban Planning and Urban Infrastructure Development	Receipt of formal request and response	FREE	2 weeks
	Assesment of request	FREE	1 month
	Commencement of activities upon confirmation of funding	FREE	6 months
Classification of urban Areas and Cities	Receipt of Request from Counties and response	FREE	week
	File for nomination of members Adhoc committee from respective nominating bodies	FREE	2 Weeks
	Gazettement of Adhoc committee	FREE	1 month
	Commencement of delineation process and Gazettement of New Urban Areas	FREE	6 months
1. Infrastructure Planning, Design, Design and Maintenance 2. Technical support to Agencies on metropolitan regions	Detailed formal request needs	As may be determined	Continuous

Service	Requirements	Charges	Timeline
Plan Preparation, Approval, Monitoring and Enforcement	Details on Cost of Plans Plan conditions	FREE	Continuous
Promotion and Branding of Metropolitan Areas	Provision of factual information	As may be determined	Continuous
Requisition Approvals, Floating and opening quotations	Requisition approvals, tender and quotation information, properly filled quotations and tender documents	As per the Public procurement Act	Continuous
Processing of tenders to contract stage	Proper documentation of tenders and bids	FREE	Within 60 days after the opening of tenders
Processing of Payment: staff, Contractors/suppliers	Attachment and presentation of relevant document	FREE	4 days
Payment for goods supplied and service rendered	Proof of Goods/Services/Works done such as tax details, Invoice, Delivery Note	FREE	Within 14 days after receipt of proper documentation
	Inspection Acceptance Certificate, S13	FREE	
Conveying information on tendering process	Tender documents	FREE	Within 21 days from the closing date
Preparation of Final Accounts	Ledger	FREE	30th September of every year
Implementation of decisions on Human Resource Management matters	Relevant approvals	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 enquiries	Receipt of clear correspondence enquiry	FREE	5 days
Ensuring security and safety in the office (premises)	Personal Responsibility	FREE	Continuous
Facilitating telephone and internet communication	Courtesy, Accuracy and Effectiveness by customers	FREE	Answering calls by third ring 24-hour internet access

## State Department for Housing and Urban Development



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State Department for Housing and Urban Development is  
**ISO 9001:2008 Certified**

**“HUDUMA BORA HAKI YAKO”**