



**COUNTY GOVERNMENT OF ELGEYO MARAKWET**  
**DEPARTMENT OF LANDS, WATER, ENVIRONMENT AND NATURAL RESOURCES**  
**CITIZEN SERVICE DELIVERY CHARTER**

<b>Department:</b>	<b>LANDS, WATER, ENVIRONMENT AND NATURAL RESOURCES</b>
<b>Preamble:</b>	The Department of Lands, Water, Environment and Natural Resources is committed to provide high quality services to all their clients with dignity, professionalism and within the shortest time possible.
<b>Vision statement:</b>	A well planned human settlements with sustainable access to clean water in a secure environment
<b>Mission statement:</b>	To improve access to decent and affordable housing with adequate, affordable, clean and safe water, facilitate efficient land administration and management in an appropriate spatial framework and sustainable environment
<b>Values:</b>	Professionalism, transparency & accountability, honesty, integrity, and teamwork
<b>Core functions:</b>	<ol style="list-style-type: none"> <li>1. Implements county specific water conservation and forestry policies through water resource users associations (WRUAs),</li> <li>2. Undertakes water pollution control,</li> <li>3. Provides rural and urban water and sanitation services,</li> <li>4. Issues operation licenses in county forests and community lands,</li> <li>5. Formulates and implements policies, by-laws and legislations relating to the management of land, water, environment and natural resources,</li> <li>6. Prepares, implements, monitors and evaluates spatial plans and physical development plans,</li> <li>7. Undertakes development control, and implementation of approved development plans,</li> <li>8. Undertakes mapping and surveys.</li> </ol>

<b>Citizen's Obligations</b>	<b>Citizen Service Guarantee &amp; Service Standards</b>
Citizens are expected to: <ol style="list-style-type: none"> <li>1. Make inquiries at our offices on the services required,</li> <li>2. Avoid corrupt practices,</li> <li>3. Strictly adhere to time lines,</li> <li>4. Show respect to members of staff and other clients,</li> <li>5. Provide feedback to the department,</li> <li>6. Adopt clear communication channels,</li> <li>7. Register with all the relevant bodies,</li> <li>8. Follow the chain of command during approvals,</li> <li>9. Provide accurate and timely information.</li> </ol>	We are committed to the following service provision standards: <ol style="list-style-type: none"> <li>1. Provision of quality services,</li> <li>2. Equitable distribution of resources,</li> <li>3. Timely response to clients,</li> <li>4. Treating all citizens with courtesy and respect.</li> </ol>



## Citizen Service Charter Matrix

No.	Service Offered	Citizen Requirement	Cost	Time
1.	Supply of tree seedlings	✓ Formal request	Free	1 day
2.	Issuance of certificate of origin	✓ Request letter addressed to Director of Environment and Natural Resources	Free	1 day
3.	Movement permit	✓ Valid certificate of origin ✓ Payment receipt	Kshs. 1,000	1 day
4.	Technical advice on EIA/EA reports	✓ Request letter ✓ Compliance with all other conditions	Free	10 days
5.	Waste collection from designated waste collection points, transportation and disposal	✓ Payment of required fees	Khs. 200 per month per plot Hotel Kshs. 300 per month	Daily
6.	Resolution of general and fixed boundary disputes	✓ Written complaint by one party or both parties ✓ Payment receipt ✓ Copy of ownership documents	Minimum kshs.2000 per portion	10 days
7.	Site inspection reports for court cases involving land	✓ Court order ✓ Payment receipt	Minimum kshs.4000 per portion of land under dispute	2 days
8.	Giving evidence in court	✓ Court sermon(s)	Free	1 day
9.	Processing of new grants for survey purposes	✓ Letter of allotment ✓ All necessary approvals	4% (private and public valuation plots)	30 days
10.	Sale of town plans	✓ Formal request ✓ Payment receipt	Kshs.300 per copy/piece	1 day
11.	Processing of application for change of user or extension of user or extension of lease	✓ Location plan ✓ Planning brief ✓ Certified copy of title deed ✓ Site inspection ✓ Notice of publication ✓ PPA II from CLMB ✓ Payment receipt	Kshs. 1,000	5 days
12.	Processing of applications for sub-division	✓ A scheme plan prepared by registered planner ✓ PPA II from CLMB ✓ Notice of publication ✓ Certification of the title ✓ Consent from Land Control Board ✓ Payment receipt	As per Finance Act	3 days
13.	Processing of building plans	✓ Building plans ✓ PPAI forms ✓ Site plans ✓ Certified copy of title ✓ Copy of practicing Licenses of building professionals ✓ Payment receipt	As per Finance Act Kshs.1,000 Depending on the area of the building Small projects kshs.1500 Big projects Kshs. 3000	3 days

14.	Issuance of compliance certificate	<ul style="list-style-type: none"> <li>✓ Approval from county land management board (CLMB)</li> <li>✓ Survey plan (for sub-division plans)</li> <li>✓ Approved building plans (for building plans)</li> <li>✓ Payment receipt</li> </ul>	Kshs. 500	3 days
15.	Sale of municipal/physical planning liaison committee minutes	<ul style="list-style-type: none"> <li>✓ Written application by the client</li> <li>✓ Payment receipt</li> </ul>	Kshs. 300 for the first page Kshs.20 per page for every additional page	1 hour
16.	Provision of water& sewerage services	<ul style="list-style-type: none"> <li>✓ Formal request</li> <li>✓ Project management committee be in place</li> <li>✓ Public participation</li> <li>✓ Land agreement and provision of wayleave</li> </ul>	As per approved Annual development Plan (ADP)	120 days

### **Feedback corner**

**For any query or concern please contact:**

The Chief Officer,  
Lands, Water, Environment, Natural Resources and Physical Planning,  
P.O. Box 220, ITEN  
Telephone No. 020192006, Website: [www.elgeyomarakwet.go.ke](http://www.elgeyomarakwet.go.ke)

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

Alternatively, you can contact our Complaints Handling Committee:

Tel: [+254 734220220](tel:+254734220220)

Email: [emcounty2013@gmail.com](mailto:emcounty2013@gmail.com)

Physical Address: Governor’s Office Building, Iten, Marakwet Road

Postal Address: P.O. Box 220-30700 Iten

Website: [www.elgeyomarakwet.go.ke](http://www.elgeyomarakwet.go.ke)

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

You can also drop your complaint/suggestion in the suggestion box located at the Office of the Governor

You can also seek redress by filing a complaint with the Commission on Administrative Justice:

The Commission Secretary  
Commission on Administrative Justice  
West end Towers, 2nd floor  
Waiyaki Way - Westlands  
P.O. Box 20414-00200 NAIROBI

Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

*The fees/charges indicated in this Citizen Service Charter have been extracted from the Elgeyo Marakwet County Finance Act 2015*





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**Mission statement**

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