



# NAROK COUNTY GOVERNMENT

## SERVICE CHARTER

### DEPARTMENT OF LANDS, PHYSICAL PLANNING & URBAN DEVELOPMENT

**Vision:**

To be a leader in Offering Competitive Services in Sustainable Land Management.

**Mission:**

To facilitate improvement of livelihood of Narok County Residents through efficient administration, equitable access, secure tenure and sustainable of the land resource.

<b><u>SERVICE</u></b>	<b><u>REQUIREMENTS</u></b>	<b><u>CHARGES</u></b>	<b><u>TIMELINE</u></b>
Complains and inquiries	Acknowledgement of written complain/enquiries	Free	A letter of acknowledgment sent to customer within 3days working days and process undertaken to deal with complain explained
Approval of building plans	Recommended by relevant authorities	Minimum 750	30 days
Processing of building Plans	Building plan, site plan and certified copy of Title	Ksh 200 -700 depending on the area of the building - Application fee (Kshs 1500) Inspection fee (Kshs 2000)	30 days
Issuance of compliance certificate	Submission of preceding year's copy of compliance	Kshs 2000	2 days

	certificate and site visit		
Processing of impact assessment and audit reports	Comprehensive Environmental impact Assessment Report	Kshs. 3000 per report	14days
Part development plans	Document of ownership	A4 & a3 (free)	On the spot
Authentication of part development plans	Official written report by customer(s) or other government agencies	Size A3 & A4 black & white (free) Size A0 Colored (Kshs. 2,500) Size A1 colored (Kshs. 1500) Size A3 colored (Kshs. 800) Size A4 colored (Kshs. 800)	On spot
Sale of minutes of physical planning liaison committee meetings	Official written request by customer(s) and/or other government	free	On the spot
Scrutiny of minutes books	Official written request by customer(s) and/or other government	Kshs. 200	1 hour
Lease	Lease instrument, surrender instruments, Original Title, rent apportionment, proof of stamp duty payment (receipt), certified copy of ID/Passport, copy of PIN certificate, and 2 passport size photographs.	free	5 days
Transfers	Agreement, gift deed, rate receipts, Original allotment letter, certified copy of ID/ passport, copy of PIN certificate.	15,000	30 days
Topographical Surveys	Request and proof of ownership	Kshs. 25,000 per acre	1 month

Surveying of new grants	Payment receipt, letter of allotment and part development plan	Minimum of 10,000 per portion plus	
Demarcation & Survey of County land in adjudication areas	On request	Kshs 3200	5 days
		-	30 days
General Court Orders/Decrees	Court Order and attestation	Free	5 days
A vesting Order	Court Order, valuation report, proof of stamp duty payment, certified copy of ID/Passport,, copy of PIN certificate & 2 passport size photographs.	free	5 days
Caution/ caution withdrawal	Duly filled in caution form, certified copy of ID/passport, copy of PIN certificate and 2 passport size photographs proof of claim (only applicable to caution).	Free	5 days
Extension/renewal of Lease	Lease instrument, surrender instrument, original Title, rent apportionment, proof of stamp duty payment (receipt), certified copy of ID/passport, copy of PIN certificate and 2 passport size photographs.	Free	5days
Valuation of Assets	Request, detailed inventory of assets and cost of acquisition	50% of valuers' scale of fees	21 days