

NO.	SERVICE	CLIENT REQUIREMENT	CHARGES	TIMELINES	MONITORING & EVALUATION
1	ADMINISTRATION				
a.	Response to phone calls	Telephone Call	Nil	Within 3 rings	Feedback through customer satisfaction questionnaire or suggestion box
b.	Responding to enquiries/information	Specify the enquiry/request for information/officer/office	Nil	5 minutes	Feedback through customer satisfaction questionnaire or suggestion box
2					
a.	General support	Within the main office/headquarter verbal request/an Email/telephone call	Nil	20 minutes	Number of issues resolved
3	LEGAL DIRECTORATE				
<i>Litigation</i>					
a.	Drafting of a demand letter	Written instructions and supporting instrument	Nil	1 day	Delivered demand letter
b.	Alternative dispute resolution	Written instructions and supporting instrument	Nil	30 days	Settlement award /consent
c.	Drafting of a policy	Written instructions	Nil	60 days	Draft policy
d.	Drafting of a Bill	Written Instructions	Nil	90 days	Draft Bill
e.	Publication of a Bill/Policy	-Board Resolution -Signed vellum	Nil	7 days	Published Policy/Bill

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

HUDUMA BORA NI HAKO YAKO

VISION
A municipality of choice for all to invest, work, & prosper.

MISSION
A To make Kendu Bay Municipality more attractive and sustainable through effective policy formulation & implementation.

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

**Kendu-Bay Municipal manager
Phone: +254(0)723236900
Email: info@kendubaymunicipality.or.ke**

