



County Government of Nakuru  
Department of Land, Physical Planning, Housing and Urban Development

Customer Service Charter

**Who We Are**  
The Department of Land, Physical Planning, Housing & Urban Development is established in line with the County Government of Nakuru Executive Order No. 1 of 3<sup>rd</sup> March 2023 to operationalize tenets contained in existing legal frameworks including the Constitution of Kenya, the Physical and Land Use Planning Act, the National Housing Policy, the Slum Upgrading and Prevention Policy, The National Urban Development Policy and the Affordable Housing Development Framework with the mandate to Implement Land Policy, undertake Spatial Planning, Land Surveys & mapping and provide affordable and accessible housing.

**Vision**  
Secure and diversified human settlements. **Mission**  
To facilitate participatory planning, affordable housing and sustainable development of rural and urban areas.

**Overall Goal**  
The overall goal of the Department is to ensure that human settlements are planned and surveyed and people housed in a clean and healthy environment.

**Strategic Objectives**  
1. To support services from various departments, organizational bodies and general public.  
2. To provide spatial framework to guide land use, planning and development.  
3. To facilitate access to decent and affordable housing.  
4. To enhance sustainability and resiliency of urban centres

**Where We Can Be Found**  
The Department of Land, Physical Planning, Housing & Urban Development has functional offices located on 3<sup>rd</sup> Floor Ardhi House on Moi Road and at all the eleven Subcounty Headquarters where services are offered to members of the public from 08.00AM to 05.00PM Monday to Friday except on Public Holidays.

SERVICE	REQUIREMENT	CHARGES	TIMELINE
Valuation for rating	Ownership document and rates receipts	Free	0-5 minutes
Asset valuation	Request letter, ownership documents, plans and maps.	Per the Nakuru county finance Act	21 days
Determine /assign ground rent	Requisition by revenue office, approval by physical planning section and service section	Free	14-days
Alternative dispute resolution	Ownership document/maps	Per the Nakuru County Finance Act.	60-90 days
Consent to transfer	Dully filled forms, proof of ownership, current land search, spousal consent and payment receipts.	Per the Nakuru County Finance Act.	7 days
Consent to charge	Dully filled forms, proof of ownership, current land search, spousal consent and payment receipts.	Per the Nakuru County Finance Act.	7 days
Beacon /search beacon certificate	Valid title deed Survey Plan	Per the Nakuru County Finance Act.	1 day
Surveying of new grants	Valid title Survey scheme KRA, PIN, & ID copies Dully filled application forms	Per the Nakuru County Finance Act.	1 week
VERIFICATION OF PLOTS	Valid Title Deed Survey Plan	Per the Nakuru County Finance Act.	1 day
Review of building plan Application	<ul style="list-style-type: none"><li>• Proof of ownership</li><li>• Dully signed Architectural designs</li><li>• Dully signed structural designs</li><li>• Valid practicing Certificate (Architect/Engineer)</li><li>• Land Rates Clearance Certificate</li><li>• Structural Drawing Calculations</li><li>• Dully filled indemnity Forms</li></ul>	Per the Nakuru County Finance Act.	60 days
Issuance of certificate of compliance	<ul style="list-style-type: none"><li>• Amended RIM</li><li>• Registered change of use</li></ul>	Per the Nakuru County Finance Act.	7 days
Issuance of certificate of occupation	<ul style="list-style-type: none"><li>• Approved architectural drawings</li><li>• Dully signed inspection cards</li></ul>	Per the Nakuru County Finance Act.	14 days
Issuance of outdoor advertisement permit	<ul style="list-style-type: none"><li>• Application forms</li></ul>	Per the Nakuru County Finance Act.	14 days
Building inspection	Approved architectural drawings Approved structural designs Approves indemnity forms	Per the Nakuru County Finance Act.	At every level of inspection
Review of change of use, Extension of Use, Subdivision, renewal of Lease	Planning of Report Scheme Plan RIM/Survey Plan Public Notices (Onsite/Daily Paper)	Per the Nakuru County Finance Act.	60 days

<b>In case of Complaints contact:</b> County Executive Committee Member Department of Land, Physical Planning, Housing and Urban Development Ardhi House, 3dr Floor <u>NAKURU</u>	Chief Officer, Land and Physical Planning Department of Land, Physical Planning, Housing and Urban Development Ardhi House, 3dr Floor <u>NAKURU</u>	Chief Officer, Housing and Urban Development Department of Land, Physical Planning, Housing and Urban Development Ardhi House, 3dr Floor <u>NAKURU</u>
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