

COUNTY GOVERNMENT OF BUNGOMA



Bungoma Municipal Board

County Works Works Offices
P.O.Box 437 Bungoma

Cell: +254 727508101
Email: bungomamunicipality 039@gmail.com

Vision: A thriving, Safe and Cosmopolitan Municipality

Mission: To Progressively Build a Resilient Municipality through Prudent Management of Resources, Effective and Affordable Services

CORE VALUES:

- Integrity
- Responsiveness
- Teamwork
- Excellence
- Professionalism
- Equity
- Rule of Law

FUNCTIONS OF THE MUNICIPALITY

The Municipality of Bungoma shall, within its boundaries, perform the following functions—

- (a) Promotion, regulation and provision of refuse collection and solid waste management services;
- (b) Promotion and provision of water and sanitation services and infrastructure (in areas within the Municipality not served by the Water and Sanitation Provider);
- (c) Construction and maintenance of urban roads and associated infrastructure;
- (d) Construction and maintenance of storm drainage and flood controls;
- (e) Construction and maintenance of walkways and other non-motorized transport infrastructure;
- (f) Construction and maintenance of recreational parks and green spaces;
- (g) Construction and maintenance of street lighting;
- (h) Construction, maintenance and regulation of traffic controls and parking facilities;
- (i) Construction and maintenance of bus stands and taxi stands;
- (j) Regulation of outdoor advertising;
- (k) Construction, maintenance and regulation of municipal markets and abattoirs;
- (l) Construction and maintenance of fire stations; provision of fire-fighting services, emergency preparedness and disaster management;
- (m) Promotion, regulation and provision of municipal sports and cultural activities;
- (n) Promotion, regulation and provision of animal control and welfare;
- (o) Development and enforcement of municipal plans and development controls;
- (p) Municipal administration services (including construction and maintenance of administrative offices);
- (q) Promoting and undertaking infrastructural development and services within municipality;

CITIZEN'S SERVICE CHARTER

No.	Services Rendered	Client's Requirement	User Charges	Turnaround Time
1.	Attendance and customer care Desk/Enquiries	Cooperation from the Client	Free	Up to 10 Minutes
2.	Communication of Board Resolutions	Seek Communication through Writing/Register the Communication	Free	24 Hours
3.	Consultation on Technical Issues with Staff	Filing of the Client/Register Book	Free	30 Minutes
4.	Prudent Utilization of Funds	Written request to the reception of any concerns on the use of resources	Free	30 Minutes
5.	Development Control (Plan approval, Change of User, extension of user, land Subdivision, Amalgamation)	(Necessary Documents) 6 copies of architectural drawings submitted by a registered architect and structural engineer (where applicable) - Land rates clearance certificate - Recommendations from relevant offices - Copy of ownership documents (title deed, lease or allotment letter) - Valid search	As per the Finance Bill	7 Days
6.	Dispute Resolution Register	The Dispute in the Complaint Register	Free	Immediately
7.	Business Licensing	Business Details	As per the Finance Bill	Immediately
8.	Information & Knowledge sharing	Written request to the reception of any Required Knowledge or information	Free	7 Days
9.	Promotion and undertaking of the Public Infrastructural Infrastructure Construction and Maintenance (Roads, Markets, Administrative Offices, Water, sewerage treatment Services, Recreational, Storm Water Channels)	Citizen Fora and Public Participation inputs.	Free	Project Implementation Cycle
10.	Provision of Social Welfare Services (Social Hall, Stadium, Library)	Written request to the Reception	Varying fee	30 Days
11.	Sustainable environmental Management	Written request to the Reception	Varying fee	60 Days
12.	Maintenance and Safety of Public Property	Written request to the Reception		7 Days
13.	Provision and Maintenance of Safety System Street Lighting, CCTV, Water Hydrants,	Written request to the Reception	Varying fee	7 Days
14.	Public Information (Awareness) on Thematic issues	Written request to the Reception	Free	7 Days
15.	Outdoor Advertising	Written request to the Reception	As Per the Finance Act	7 Days
16.	Promotion, Regulation and provision of animal Control and welfare.	The Members of the Public Report at the reception	As per the Municipal By-laws	Immediately

- Professionalism, Rule of Law and excellence in service delivery is our commitment
- Compliments and complains may be channeled/reported through

bungomamunicipality039@gmail.com