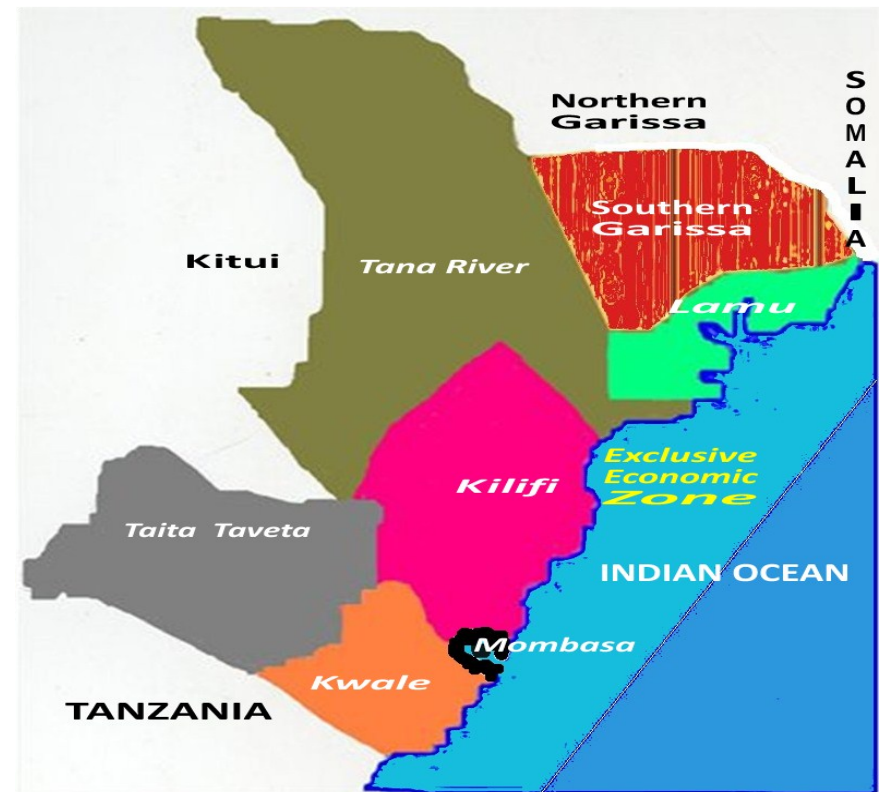




# COAST DEVELOPMENT AUTHORITY SERVICE CHARTER



CDA's Area of Jurisdiction

The first Regional Development Authority to be ISO 9001:2008 Certified



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P.O. Box 547  
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P.O. Box 451  
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Masalani Office  
P.O. Box 57,  
Masalani, Kenya

Taita Office  
c/o P.O Box 1035  
Wundanyi, Kenya

Mpeketoni Office  
P.O. Box 255  
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Tana River Office  
c/o P.O. Box 34,  
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Kwale Office  
P.O. Box 95  
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Taveta Office  
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## SERVICE CHARTER STATEMENT

This Service Charter is a public declaration of the Authority's commitment to achieving targeted and effective results for communities in CDA's area of jurisdiction. The Authority aims at enhancing the level of service delivery and its role in providing integrated development planning, coordination and implementation of programmes/projects for sustainable exploitation of coastal resources within the overall structure of the Regional Development Policy.



**James Kahindi Mangi**  
**MANAGING DIRECTOR**

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### 6.0 REVIEW OF THE SERVICE CHARTER

This charter will be reviewed annually or as need arises to ensure it is in tandem with emerging developments to accommodate any lessons learnt from implementation of the current charter.

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## 1.0 INTRODUCTION

Coast Development Authority (CDA) was established by an Act of Parliament No. 20 of 1990 (Cap 449) revised in 1992 to provide integrated development planning, coordination and implementation of projects within its area of jurisdiction which includes the whole of Coast region (Mombasa, Kwale, Kilifi, Taita Taveta, Tana River and Lamu counties) and Southern Garissa sub-county and the Kenyan Exclusive Economic Zone (EEZ).

### 1.1 Vision

To be the lead agency in promoting sustainable utilization of the coastal natural resources for increased food production, employment and wealth creation in CDA's area of jurisdiction

### 1.2 Mission

Sustainable exploitation and development of the coastal natural resources for the benefit of the communities in the area of jurisdiction and Kenya in general.

### 1.3 Core Values

- Accountability and transparency
- Integrity and honesty
- Professionalism
- Leadership
- Respect and dignity
- Team work
- Commitment
- Efficiency and effectiveness
- Responsiveness



## 4.9 ISO 9001: 2008 Certification

We are ISO 9001:2008 certified by SGS and are committed to maintaining the International Standardization Organization service delivery standards.

## 5.0 CUSTOMER'S OBLIGATION

- To provide accurate and timely information for appropriate action to be taken.
- To direct all enquiries, complaints and compliments to the Managing Director.
- To refrain from giving, receiving or seeking any favours to/ from members of staff.
- To cooperate with Authority's staff and accord them respect and freedom to carry out their lawful duties.
- To provide feedback on the services provided by the Authority in order to improve on service delivery.
- To deliver goods and services in the right quantity, quality, specifications and prices quoted within thirty (30) days of order or within the period specified in the order / contract.
- To provide all the relevant documents for purposes of payment.



**4.2 Response to telephone calls**

We shall attend to all telephone calls within three rings.

**4.3 Response to mail**

We shall respond to received mails within seven working days.

**4.4 Response to visiting customers**

We shall receive all customers at our customer care desk and guide them to relevant offices as soon as possible.

**4.5 Procurement**

We shall procure goods and services in a transparent and accountable manner in line with Public Procurement Policy.

**4.6 Clean and enabling environment**

We shall provide conducive environment with relevant tools to our members of staff in order to improve their productivity and quality of services we offer.

**4.7 Response to Complaints**

We shall promptly deal with complaints received from our customers but not longer than seven days.

**4.8 Publicity**

We shall produce annual reports and avail them to the customers through our Resource Center and update our website regularly on emerging issues.

**1.4 Strategic Objectives**

1. To contribute to food self-sufficiency.
2. To contribute to creation of wealth and employment and improvement of socio-economic well being of the communities.
3. To conserve and manage the natural resources for sustainable development.
4. To strengthen CDA’s financial base for self-sustainability.

**2.0 CORE FUNCTIONS**

- Formulating integrated regional development plans.
- Conducting comprehensive resource mapping, establishment of resource data banks and identifying resource based investment opportunities.
- Promoting resource-based investment and conservation of the resources.
- Act as a clearing house for resource-based integrated investments.
- Monitoring and documenting the levels of development and disseminating the information to various stakeholders.
- Initiating and marketing multi-sectoral integrated develop-



ment programmes/projects.

- Initiating and implementing basin-based management: water catchments, water bodies and river banks protection and conservation programmes/projects.
- Establishing mechanisms and instruments for empowering local communities to participate in socio-economic development activities.
- Establishing mechanisms for ensuring equitable compensation and benefit sharing for the local communities arising from the economic exploitation of resources.
- Establishing mechanisms for coordinating the implementation of national and sectoral policy programmes.
- Establishing an enabling investment environment.

### 3.0 OUR SERVICES

CDA is committed to provide quality services in an integrated manner through the following:

- ◆ Research, Planning, Co-ordination and Development
- ◆ Community Support and Empowerment
- ◆ Protection and Conservation of water catchments, water bodies and river banks
- ◆ Business Development and Investment Promotion
- ◆ Mineral Resources Exploration & Exploitation
- ◆ Monitoring and Evaluation of programmes/projects
- ◆ Consultancy

### 4.0 OUR SERVICE STANDARDS

Our services are available from Monday to Friday starting from 8 am to 5 pm with 1 hour lunch break between 1 pm to 2 pm. We are however closed on weekends and public holidays. Our service standards include:

#### 4.1 Response to Queries

We shall respond to all queries received from clients immediately but not later than seven working days upon receipt.

