



COAST DEVELOPMENT AUTHORITY

CITIZEN'S SERVICE CHARTER

Coast Development Authority (CDA) in partnership with stakeholders is committed to providing high quality integrated development-oriented services to its customers. The guiding values include professionalism, integrity, efficiency, accountability, transparency and commitment.

VISION

The leading agency in implementing sustainable integrated development in Kenya.

MISSION

To accelerate socio-economic development through innovation, planning, coordination and partnerships in implementation of integrated programmes, value-addition and environmental management.

SERVICES RENDERED	REQUIREMENTS	USER CHARGE	TIME LINE
Main entrance registration	Customer's details	Free	Within 2 minutes.
Customer care desk	Customer's enquiries on services, products and appointments	Free	Within 3 minutes.
Provision of information: i) Integrated Coast Region Master Plan (ICRMP) ii) Regional and sectorial plans iii) Project-based information iv) Proposed Investment opportunities	Visit CDA offices, web site and Resource Centre	Free (CDA Resource Centre user charges apply as specified below)	8.00 am-5.00pm.
Research and development services: i) Project Concept development. ii) Community mobilization and awareness. iii) Participatory monitoring and evaluation.	Customer's priority needs /request	Free	T.B.D depending on the subject
Environmental conservation and rehabilitation services: i) Forests vi) Djabias. ii) Riparian vii)Water roof catchment iii) Water pans technology iv) Dams v) Boreholes	Visit CDA offices, web site and Resource Centre.	Free	T.B.D depending on the location and funding
Consultancy services	Customer's priority needs/request, Authority's quotation, contract / agreement/ customer's LSO, payment (cash / cheque) from customer.	Varies as per contract.	T.B.D depending on the subject
Resource Centre services	External annual membership registration.	200/-.	Within 10 minutes
	Access by registered members.	Free.	8.00 am-5.00pm
	Access by non-registered members.	50/- per person/ daily	8.00 am-5.00pm
	Browsing for registered and non-registered members.	50/- for 90 minutes	8.00 am-5.00pm
Sale of building materials(coral blocks)	Name/company, required grade and quantity, vehicle registration number, payment (cash / cheque) from customer	Depending on the grade and the prevailing supply and demand forces	1 hour for loading on a truck (depending on the size of truck and availability of building materials)
Provision of water (bowser/tracks)	Name / company, quantity, payment (cash / cheque) from customer.	Depending on the quantity and the prevailing supply and demand forces	T.B.D depending on the location
Sale of farm produce	Name/company, quantity, payment (cash / cheque) from customer	Depending on the quantity and the prevailing supply and demand forces	Depending on the season
Payment for any products and services received	Presentation of a contract document, LPO, LSO, Delivery Note, Invoice	Free	Within 30 working days
Resolution of Public Complaints	Customer complains in writing or verbally	Free	Respond immediately or within 7 working days

Commitment to Courtesy and Excellence in Service Delivery

All enquiries and feedback should be directed to:

The Managing Director
Coast Development Authority
P.O. Box 1322 - 80100 Mombasa, Kenya.
Tel: 0208009196
Email: cda@cda.go.ke
Website: www.cda.go.ke

The Commission Secretary/ CEO
Commission on Administrative Justice
P.O. BoX 20414-0200
Tel: +254 020 2270000/2303000
Email: Certificationpc@ombudsman.go.ke
Website: www.ombudsman.go.ke

ISO 9001 : 2015 CERTIFIED ORGANIZATION





HALMASHAURI YA MAENDELEO PWANI

MKATABAWA HUDUMA KWAWANANCHI

Halmashauri ya Maendeleo Pwani ikishirikiana na washika dau, imejitolea kutoa huduma bora kwa wateja wake kwa kuzingatia utaalamu, uadilifu, uwajibikaji na uwazi na ustadi.

Ruwaza

Halmashauri inayoongoza kwa utekelezaji wa maendeleo jumuishi na endelevu nchini Kenya.

Azima

Kukuza maendeleo ya jamii na uchumi kwa kasi kutumia ubunifu, mipangilio mwafaka na ushirikiano katika utekelezaji wa miradi, uongezaji thamani ya rasilimali na uboreshaji mazingira.

HUDUMA ZINAZOTOLEWA	MAHITAJI	ADA	MDA WA KUHUDUMIWA
Usajili kwenye lango kuu	Mteja kujisajili	Hakuna malipo	Dakika mbili
Meza ya kuhudumia wateja	Kuulizia huduma na bidhaa	Hakuna malipo	Dakika
Utoaji habari: i) Integrated Coast Region Master Plan (ICRMP) ii) Mipangilio ya maeneo na sekta iii) Habari za miradi iv) Nafasi za uekezaji	Tembelea ofisi za CDA, tovuti na maktaba. ya rasilimali (CDA Resource Centre)	Hakuna malipo (Matumizi ya maktaba yana ada).	Saa mbili asubui hadi saa kumi na moja jioni.
Huduma za utafiti na maendeleo: i) Dhana ya miradi ya maendeleo ii) Kuhamasisha jamii iii) Kufuatizia na Kutathmini miradi pamoja na washikadau	Mahitaji muhimu ya wateja	Hakuna malipo	Kudhibitishwa kulingana na huduma
Uboreshaji wa mazingira: i) Misitua v) Djabia ii) Ardhi kando ya maji vi) Teknolojia ya kuvuna maji kwa. iii) Vidimbwi mapaa ya nyumba Mabwawa iv) Visima	Tembelea ofisi za CDA, tovuti na maktaba ya rasilimali (CDA Resource Centre)	Hakuna malipo (Matumizi ya maktaba yana ada)	Kudhibitishwa kulingana na maeneo na ufadhili
Huduma za kiutaalamu	Maombi ya mteja, makadirio ya gharama ya Halmashauri, kandarasi/mkataba/ LSO ya mteja, malipo (pesa taslim au hundi) kutoka kwa mteja	Inatofautiana kulingana na mkataba	Kudhibitishwa kulingana na huduma
Huduma za maktaba ya rasilimali	Ada ya mwaka ya kujiandikisha	Shilingi mia mbili	Chini ya dakika kumi.
	Matumizi kwa waliojisajili	Hakuna malipo	Saa mbili asubui hadi saa kumi na moja jioni.
	Matumizi kwa wasiojisajili	Shilingi arubaini kwa kila mtu kwa siku	Saa mbili asubui hadi saa kumi na moja jioni.
	Saa mbili asubui hadi saa kumi na moja jioni	Shilingi hamsini kwa dakika tisaini	Saa mbili asubui hadi saa kumi na moja jioni.
Uuzaji wa bidhaa za ujenzi	Jina la kampuni, aina, kiwango, nambari ya gari, malipo (pesa taslim au hundi) kutoka kwa mteja	Kulingana na aina, kiwango kinachohitajika na hali ya soko	Saa moja kupakia bidhaa kwa gari (kulingana na ukubwa wa gari na kwa kuwepo wa bidhaa
Uuzaji wa maji	Jina la kampuni, kiwango cha maji, malipo (pesa taslim au hundi) kutoka kwa mteja	Kulingana na kiwango kinachohitajika na hali ya soko	Kulingana na kiwango na eneo maji yanachohitajika
Uuzaji wa bidhaa zilizokuzwa kiasili	Jina la kampuni, kiwango cha bidhaa, malipo (pesa taslim au hundi) kutoka kwa mteja	Kulingana na kiwango cha bidhaa kilichoagizwa na hali ya soko	Kulingana na msimu
Kulipia bidhaa na huduma	Kuwepo kwa mkataba, LPO, LSO, thibitisho la kupokea bidhaa, ankara (invoice)	Hakuna malipo	Muda wa siku thelathini
Kushughulikia utatuzi wa malalamiko ya umma	Kupokea malalamiko kutoka kwa mteja kupitia barua au kunena	Hakuna malipo	Itashughulikiwa papo hapo au kabla ya siku saba

Huduma bora ni haki yako.

Maswala na mapendekezo yote yaelekezwe kwa ofisi ya:

Mkurugenzi Mkuu

AU

Mkurugenzi Mkuu

Coast Development Authority
S.L.P 1322 - 80100 Mombasa.
Simu: 0208009196
Barua Pepe: cda@cda.go.ke

Commission on Administrative Justice
S.L.P. Nairobi, Kenya.
Simu: +254 020 2270000/230300
Barua pepe: Certificationpc@ombudsman.go.ke

ISO 9001 : 2015 CERTIFIED ORGANIZATION

