



REPUBLIC OF KENYA



CITIZENS' SERVICE DELIVERY CHARTER

	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline working days
1	Feedback on customer enquiries and other correspondence	Clear enquiry through emails, telephone, letters, social media, or website	Free	5
2	Processing of investor & customer applications	Duly filled application and submission of all required documents	Free	30
3	Review and approval of design applications	Duly filled application form and requisite documentation	Free	30
4	Issuance of occupation certificates	Duly filled application form and requisite documentation	Free	10
5	Utilities connection	Duly filled application form and requisite documentation. Payment of applicable charges	Free	5
6	Processing of repair & Maintenance requests	Clear request	Applicable charges	Immediately

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

The Chief Executive Officer
 Konza Technopolis Development Authority
 7th Floor, Konza Complex, Nairobi-Mombasa Road-Konza
 P.O Box 1 – 90150 Konza Technopolis
 Tel: +254(0) 204343013/4
 E-mail: complaints@konza.go.ke, konza@konza.go.ke,
ceo@konza.go.ke

The Commission Secretary/CEO
 Commission on Administrative Justice
 West End Towers, Waiyaki, Nairobi
 P.O. Box 20414-00200 Nairobi
 Tel: +254(0)20 2270000/203000
 Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO