



JIJI LA ELDORET

HATI YA HUDUMA KWA WANANCHI

DIRA (VISION)

Kua Jiji lenye nguvu na ushindani wa kimataifa, lenye ubunifu na ubora wa huduma, linalotoa fursa na kutoa maisha bora kwa wote huku likionyesha viwango endelevu vya mijini kote ulimwenguni.

DHAMIRA (MISSION)

Kuwezesha kila mkazi kwa huduma zinazoendeshwa na uvumbuzi, utawala unaozingatia uadilifu na miundombinu endelevu na kuunda jiji salama linalo jumlisha wote na yenye hadhi ya kimataifa ambalo hufungua fursa kwa wote.

THAMANI KUU (CORE VALUES)

- Uwajibikaji.
- Uadilifu
- Ubora wa huduma
- Ushirikishaji wa umma
- Maendeleo endelevu
- Usawa na ujumuishi
- Ubunifu na ustahimilivu
- Utawala wa sheria na utawala bora
- Ubia na ushirikiano

Wajibu Mkuu	Huduma inayotolewa	Mahitaji ya mteja	Gharama / Malipo	Muda wa huduma
Huduma za Kijamii.	Uteaji nautunzaji wahuduma za umma, (masoko, mbuga za umma, Vyo vya umma, Majumba ya kijamii); Programu za kijamii za jamii.	Matumizi sahihiya vifaa/vituo, Zingatia sheria; Lipa ada Panapohitajika.	Kulingana na ratiba iliyoandikishwa ya ada na gharama	Kila siku
Usimamizi wa mazingira na Afya ya umma.	Ukusanyaji wa taka ngumu na Utupaji; Huduma za Usafi; Ukaguzi wa afya ya jamii.	utupaji taka sahihi tukizingatita viwango vya afya na mazingira.	gharama za ukusanyaji taka na usafi inapohitajika)	Jijini ndani ya masaa 24 Nje ya jiji, kita wiki
Ushirikishaji wa jamii na Utawala.	Mabaraza ya ushiriki wa umma; upatikanaji wa habari; majibu na kushughulikia malalamiko	Kushiriki kwa kujenga; Kuheshimu mchakato wa umma	Hakuna malipo.	Kila robo mwaka (mara nne kwa mwaka)
Utungaji wa Sheria na utekelezaji.	Uundaji, Uhamasishaji na Utekelezaji wa sheria za Jiji.	Kuzingatia sheria; ushirikiano na maafisa.	Hakuna malipo (Adhabu kwa ukiukaji wa sheria).	Kila siku
Malalamiko	Kuthibitisha kupokea kwa malalamiko	Malalamishi.	Hakuna malipo.	Hadi masaa 24
■ Dharura/ Haraka.	Kuthibitisha kupokea kwa malalamiko	Malalamishi.	Hakuna malipo.	Masaa 24-48.
■ Malalamiko ya kawaida.	Kuthibitisha kupokea kwa malalamiko	Malalamishi.	Hakuna malipo.	Siku 14-30 .
■ Nzito/Yanayosubiri/ Yanayoendelea .				
MASWALI YA JUMLA	Majibu.	Maswali ya mdomo.	Hakuna malipo.	Dakika 5.
■ Majibu ya mdomo/ Kwa wanao tutemblea.				
■ Majibu ya simu/ Arafa.	Majibu	Maswali ya simu.	Hakuna malipo.	Chini ya dakika moja .
■ Majibu ya mitandao za kijamii.	Majibu	Maswali ya mitandao za kijamii.	Hakuna malipo.	Siku moja ya kazi.
■ Majibu ya barua pepe.	Majibu	Maswali ya barua pepe.	Hakuna malipo	Siku tatu za kazi.
■ Majibu ya Barua .	Majibu.	Maswali kupitia barua.	Hakuna malipo.	Siku tatu za kazi tangu kupokea swali

ANWANI ZETU

- SANDUKU LA POSTA 64-30100 ELDORET, KENYA.
 @thecityofeldoret
 @The City of Eldoret.
 @Eldoret-city-64
- eldoretcity@usingishu.go.ke
 www.eldoretcity.go.ke

MASAA ZA HUDUMA: JUMATATU HADI JUMAA 8:00AM HADI 5:00PM.



THE CITY OF ELDORET

SERVICE CHARTER

VISION

A vibrant , inclusive globally competitive smart city routed in integrity, innovation and service excellence unlocking opportunity and delivering a high-quality life for all while modelling sustainable urban standards across the world.

MISSION

To empower every resident with innovation driven services, integrity-based governance and sustainable infrastructure creating a safe inclusive world class city that unlocks opportunity for all.

CORE VALUES

- ★ Accountability.
- ★ Integrity
- ★ Service excellence
- ★ Citizen participation
- ★ Sustainability
- ★ Equity and inclusivity
- ★ Innovation and Resilience
- ★ Rule of law and good governance
- ★ Partnership and Collaboration

Service Area	Services Rendered	Client Obligation	User Charges	Timelines
Social services & Civic Amenities	Provision and maintenance of public Amenities(markets, parks, public toilets, social halls); Community social programs.	Proper use of facilities; comply with by-laws; pay applicable fees.	As per approved schedule of fees and charges.	Daily
Environmental management & Public health	Solid waste collection and disposal; Sanitation services; Public health inspections.	Proper waste disposal; comply with health and environmental standards.	Waste collection and sanitation fees(where applicable)	Within CBD 24HRS Outside CBD Weekly.
Community participation & Governance.	Public participation forums; access to information; feedback and complaints handling .	Participate constructively; respect the public process .	No charges.	Quarterly (four times a year)
By-law Development & Enforcement.	Formulation , sensitization and Enforcement of city by-laws.	Comply with enacted by-laws; cooperate with officers.	No charges (penalties apply for non-compliance).	Daily.
COMPLAINTS	Acknowledgement of the received complaint and response	Complaint.	No charges.	0-24HRS.
★ Urgent/ immediate.	Acknowledgement of the received complaint.	Complaint.	No charges.	24-48HRS.
★ Standard complaints	Acknowledgement of the received complaint.	Complaint.	No charges.	14-30 DAYS.
★ serious/pending /ongoing complaints	Acknowledgement of the received complaint.	Complaint.	No charges.	5 minutes.
GENERAL INQUIRIES	Response.	Verbal inquiries.	No charges.	5 minutes.
★ Response to verbal inquiries / walk-ins	Response.	Telephone inquiry.	No charges.	30 seconds.
★ Response to telephone call .	Response.	Inquire via social media	No charges.	1 working day.
★ Response to written correspondence via social media.	Response.	Inquire via Email.	No charges.	3 working days.
★ Response to written correspondence via Email .	Response.	Inquire via letters.	No charges.	3 working days from the received date.
★ Response to written correspondence via letter.				

OUR CONTACTS

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SERVICE HOURS: MONDAY TO FRIDAY 8:00AM TO 5:00PM.