



VISION

“To achieve and sustain excellence in construction and maintenance of public buildings and other public works”

CORE VALUES

- Passionate and selfless execution of duties
- Respect and courtesy to our clients
- Efficient and responsible use of resources
- Openness and proactive approach
- Impartiality
- Continuous improvement
- Integrity
- Professionalism

MISSION

“To facilitate provision, construction and maintenance of quality government buildings and other public works for sustainable socio economic development”

NO.	SERVICE	POINT OF SERVICE	REQUIREMENT	COST	TIME/DURATION
1.	Response to telephone calls	All Officers	None	Free	Within 3 rings
2.	Replying to customer queries: * Oral	Department	None	Free	On the spot
3.	Replying to customer queries: *Written	Department	None	Free	Within 7 days
4.	Response to all written correspondences	Department	None	Free	Within 7 days
5.	Attending to visiting clients	Department	None	Free	Free Within 10 minutes
6.	Payment for goods and services rendered	Department	Receipt of proper documentation	Free	Within 14 days
7.	Preparation of interim payment certificate for building construction projects	Department	Request from Customer	Free	Within 14 days
8.	Design and documentation of building projects and other works:Small projects -Below kshs. 50m	Department	Client brief,	Free	Within 1 month
9.	Design and documentation of buildings and other works: Big projects - Above kshs. 50m	Department	Client brief, Approved designs	Free	Within 3 months
10.	Design and documentation of Sea walls and Jetties: Small projects - Below kshs. 50m	Department	Client brief, Approved designs	Free	Within 2 months
11.	Design and documentation of Sea walls and Jetties: Big projects - Above kshs. 50m	Department	Client brief, Approved designs	Free	Within 3 months
12.	Preparation of Bills of Quantities: Small projects - Below kshs. 50m	Department	Client brief, Approved designs	Free	Within 14 days
13.	Preparation of Bills of Quantities Big projects -Above kshs. 50m	Department	Client brief, Approved designs	Free	Within 1 month
14.	Preparation of Final Accounts	Department	Certificate of practical completion. Hand over certificate	Free	Within 3 months
15.	Respond to emergencies related to buildings and public works	Department	None	Free	Immediately
16.	Fire safety audit	Department	Client written application	Free	Within 1 month