



**LILONGWE CITY COUNCIL**

# **CLIENT SERVICE CHARTER**

**FOR**

**THE LILONGWE CITY COUNCIL**

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# FOREWORD

The Lilongwe City Council (LCC) has developed the Client Service Charter in keeping with the Government's Public Sector Reform Programme (PSRP). The Client Service Charter defines the type of services provided by the Council, standards of services offered, timeline to access the services as well as redress mechanisms where and when clients are not satisfied with the delivery of services.

The Client Service Charter (CSC) details the LCC's responsibilities to its clients, rights and responsibilities of clients and procedures to follow to attain the rights. It also provides and act as a forum under which clients can submit their suggestions, advice and recommendations regarding services being rendered by the Council in order to cherish client focused service delivery improvement processes.

Ultimately, the CSC promotes accountability, transparency and responsiveness in the provision of services by LCC. In this regard, it empowers the clients, stakeholders and the general public to hold LCC to account on the delivery of its services vis-a-vis set standards from time to time.

It is therefore my profound and sincere hope that the CSC will help the LCC to improve delivery of its services by not only being responsive but also incorporating feedback from its clients into its service delivery processes as envisaged under Section 8.0 of this CSC. The success of this CSC, however, requires change of laissez-faire approaches and culture by members of staff as well as adaptation of some internal operational systems in keeping with the established service delivery standards for LCC.



**John Chome**  
**CHIEF EXECUTIVE OFFICER**

# ACRONYMS

AWP	Annual Work Plan
CEO	Chief Executive Officer
CSC	Client Service Charter
CWP	Council Work Plan
DWP	Directorate Work Plan
HoD	Head of Directorate
KPA	Key Performance Area
LCC	Lilongwe City Council
PMAC	Performance Management and Appraisal Committee
PMP	Performance Management Policy
PMS	Performance Management System

# SECTION 1.0. INTRODUCTION TO CLIENT SERVICE CHARTER

## 1.1 Introduction

The Lilongwe City Council (LCC) commits to deliver services to its clients responsively in order to enhance efficiency and effectiveness. However, LCC did not have a standard framework or timeline within which certain services must be delivered and accessed by its clients. The framework would enable LCC staff to be accountable on timely delivery of services while at the same time empowering the LCC's clients to lobby formal complaints for untimely delivery of services.

In view of the above, LCC endeavored to develop a Client Service Charter (CSC) to solidify its commitment towards responsive delivery of services to clients with a high level of responsibility and accountability.

## 1.2 Objectives of the Client Service Charter

The Client Service Charter seeks to:

- i. Inform clients about the services rendered by LCC;
- ii. Inform clients on how they can access LCC services;
- iii. Acquaint clients with key requirements to access LCC services;
- iv. Reform the tradition of service delivery by making LCC employees more responsive to clients' needs;
- v. Facilitate improvement in service delivery to clients;
- vi. Enhance the LCC's transparency and accountability in serving its clients as per set standards;
- vii. Exemplify the role of clients in enhancing service delivery in the City.

### 1.3 Mandate of the Lilongwe City Council

- i. To make policy and decisions on local governance and development for the City;
- ii. To consolidate and promote local democratic participation;
- iii. To promote infrastructural and economic development through formulation, approval and execution of the Lilongwe City development plans;
- iv. To mobilize resources within and outside the city for governance and development purposes;
- v. To maintain peace and security in the city in conjunction with the National Police Services;
- vi. To make bylaws that facilitate its functions.

### 1.4 LCC Mission Statement

The LCC's mission is to tirelessly serve all citizens of Lilongwe City.

### 1.5 LCC Vision Statement

Lilongwe will become a clean, green, and prosperous City.

### 1.6 LCC Core Values

1. **Hard work:** We will be diligent, dedicated, and professional in everything we do.
2. **Integrity:** We will be trustworthy and honest in all our dealings. We will eliminate all traces of corruption and waste in our Council and we will relentlessly discipline any employee misusing public resources.
3. **Customers and services first:** We will put citizens first in everything we do. We will provide friendly, fair, simple, transparent, fast and effective services to all our city residents.
4. **Visible Results:** We will create visible results that our residents care about.
5. **Innovation:** We will actively pursue new and inventive ideas and we will have the courage to act immediately upon them.

## SECTION 2.0 KEY SERVICES OFFERED BY LCC

LCC offers a catalogue of services to its clients. The following are the key services offered:

- i. Rescue and firefighting services.
- ii. Land management and development control services
- iii. Sanitation and clinical services
- iv. Environmental management and conservation services
- v. Commercial properties services
- vi. Primary education services
- vii. Civic functions
- viii. Financial management services



## SECTION 3.0 LCC'S SERVICE DELIVERY STANDARDS

LCC's delivery of service to its clients shall be guided by specific standards. The following are the key standards embodied in LCC's efforts towards efficient and effective delivery of its services;

### 3.1 Accessibility

- i. The services are available during official working hours from 7.30 am to 4.30pm, Monday to Friday with one hour lunch break between 12.00pm to 1.00pm.
- ii. Offices are closed on Saturdays, Sundays and during public holidays.
- iii. Notwithstanding Section 3.1 (ii), LCC will arrange to provide essential services during Saturdays, Sundays and Public Holidays.
- iv. LCC's information will be available on its official website and other social media outlets such as Facebook.

### 3.2 Responsiveness

LCC will:

- i. Deal with client's enquires and complaints quickly and effectively;
- ii. Respond to phone calls, emails, letters promptly;
- iii. Act on requests promptly; and
- iv. Timely effect payments of goods, services and works upon as per agreement in line with the procurement guidelines and liquidity.

### 3.3 Service Improvement

LCC will:

- i. Upgrade delivery of services in line with improvements in technology and changing needs of our clients;

- ii. Undertake to consult our clients on the level and quality of services provided by the LCC; and
- iii. Ensure value for money through effective, efficient and economic utilization of resources.

### **3.4 Anti-Corruption**

LCC will:

- i. Endeavor to operate in a non-corrupt environment;
- ii. Act on any information on corruption activities reported to LCC; and
- iii. Enhance the operations of its Institutional Integrity Committee (IIC).

## SECTION 4.0 CLIENTS RIGHTS AND OBLIGATIONS

A client is entitled to certain rights from LCC, and responsibilities to LCC. These rights and responsibilities shall be enjoyed and rendered by both parties in accordance with the existing laws, regulations and procedures.

### 4.1 Rights

The clients will have the right to:

- i. Access rightful information on LCC services;
- ii. Have access to the Council services without discrimination;
- iii. Submit complaints on the delivery of Council services; and
- iv. Provide suggestions or recommendations to improve the provision or delivery of Council services.

### 4.2 Obligation

The clients will have the following obligations:

- i. Maintain confidentiality on services that need such treatment;
- ii. Provide constructive criticism;
- iii. Treat LCC's employees with courtesy and respect;
- iv. Respect the LCC's core values;
- v. Provide feedback on services offered by LCC; and
- vi. Be punctual in attending scheduled meetings and gatherings with LCC as the case shall require;
- vii. Endeavor to pay taxes, fees and charges accordingly;
- viii. Report any suspected fraud or corrupt practice by staff or any partner;
- ix. Desist from enticing or corrupting any staff to gain favors or jump procedures in accessing service; and
- x. Abide to the legal requirements stipulated in policies, regulations and Acts in Malawi.

## SECTION 5.0 SUMMARY OF SERVICES RENDERED BY LCC AND THEIR TIMEFRAME

<b>LCC SERVICE DELIVERY CHARTER</b>					
<b>NO</b>	<b>SERVICE RENDERED</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>TIME TO ACCESS SERVICE</b>	<b>RESPONSIBLE OFFICE</b>
1	Property rates and property rent bill enquiry	Avail necessary documents (Name of property owner, plot number, ownership documents where necessary)	Free	Instant/ max of 30 minutes- waiting time	Directorate of Finance
2	Property rates & property rentals queries	Avail necessary documents (Name of property owner, plot number, ownership documents where necessary)	Free	Response within 7 working days	Directorate of Finance
3	Supplier payments	Supplier invoice, inspection report/ goods receive note/contracts completion certificate etc.	Free	30 working days/ as per individual suppliers agreement	Directorate of Finance
4	Cashiers service	Payment instrument (cash/ cheque)	Free	Instant/ maximum of 30 minutes waiting time	Directorate of Finance
5	Rates Clearance	Property rates payment receipt	MWK15,000.00	Maximum of 5 working days	Directorate of Finance
6	Provision of Business Premises Licenses	Application, Inspection, Payment of license fees	Application fee – MWK5,000 Inspection fee – MWK30,000 License fee – Ranges from MWK40, 000 – MWK2, 000,000 (case by case)	Within 24hrs (1 day)	Directorate of Commerce, Trade & Industry

7	Provision for properties for rentals	Application, Availability of vacant property, Offer letter, signing contract	Application fee – MWK1,0000 Rentals – Ranges from MWK8, 000 – MWK600,000	5 days	Directorate of Commerce, Trade & Industry
8	Clearance for mobile advertisements	Application, payment of clearance fee	Application – free Clearance fee – MWK30, 000 per day	3 days	Directorate of Commerce, Trade & Industry
9	Installation of banners	Application, payment installation and advertising fees	Application – free Installation fees – MWK30, 000 Advertising fee – MWK10, 000 per week (commercial) and MWK5, 000 per week (non-commercial) Labour charge – MWK6, 000	3 days	Directorate of Commerce, Trade & Industry
10	Provision of trading space	Application, inspection, offer letter	Application – free Inspection – MWK10, 000	5 days	Directorate of Commerce, Trade & Industry
11	Provision of reserved parking spaces	Application, Inspection, Offer letter, Payment of reservation fees	Application – free Inspection – MWK10, 000 Reservation fees –MWK20, 000 per month per space	5 days	Directorate of Commerce, Trade & Industry
12	License replacement	Application, availability of the old license or proof of license payment, payment of replacement fees	Application – free Replacement fee – MWK10, 000	Within 24hrs (1 day)	Directorate of Commerce, Trade & Industry

13	Clearance for trailer advertisements	Application, Inspection, payment of clearance fees	Application – free Inspection – MWK10, 000 Clearance fee – MWK40, 000 per trailer per month	3 days	Directorate of Commerce, Trade & Industry
14	Clearance for street pole advertisement	Application, inspection, payment	Application – free Inspection – MWK10, 000 Payment Fees – MWK2, 500 per pole side	3 days	Director of Commerce, Trade & Industry
15	Clearance for hall and ground bookings	Application, payment booking fees	Application – free Hall bookings – Ranges from MWK10, 000 – K75, 000 Ground bookings – Ranges from MWK30, 000 – MWK150, 000	2 days	Director of Commerce, Trade & Industry
16	Provision of Fire and Rescue Services	Phone call, Running Caller, Location/ Direction	Free	Prompt (1 ring on 01757999 / 01751444/ 0981268401/ 0882919835)	Directorate of Engineering Services
17	Provision of First Aid Fire Fighting to institutions	Application, Payment of training fees	Application – Free Training fees – MWK150, 000 / block per day	5 days	Directorate of Engineering Services
18	Provision of Fire Risk Assessment	Application, Payment of Assessment fees	Application – free Assessment fees – MWK105, 000 per unit	5 days	Directorate of Engineering Services

19	Provision of Sewer Connection	Filling Application Form	Based on location; Industrial Area – MWK235, 000 Commercial CBD –MWK335, 000 Residential – MWK85, 000	7 days	Directorate of Engineering Services
20	Clearance of Sewer Blockages	Phone call, Running Caller, Location/ Direction	Free	Prompt (1 ring on 0886394555 / 0990160630)	Directorate of Engineering Services
21	Faecal Sludge Disposal Filling Application Form, Open a paying account with the Council	Filling Application Form, Open a paying account with the Council	Disposal fees – Up to 3,000 litres MWK5, 000 per trip, Greater than 3,000 to 10, 000 litres K10, 000 per trip, Greater than 10, 000 litres MWK20, 000 per trip.	Prompt – daily during working	Directorate of Engineering Services
22	Roads Grading and Reshaping	Application, Location/Direction, Public road, fuel	Provision of fuel for the activity	5 days (case by case)	Directorate of Engineering Services
23	Clearance of Road Drains and Curvets	Phone call, Running Caller, Location/ Direction, Public Roads	Free	5 days	Directorate of Engineering Services
24	Hiring of Equipment	Filling Application Form, Payment of hiring fees	Grader – MWK300, 000 per day Pedestrian Roller – MWK60, 000 per day Beamlifter – MWK160, 000 per day	5 days (case by case)	Directorate of Engineering Services
25	Provision of Planning Permit for Development	Filled Application Form, Certified Development Plan(s), Payment of scrutiny fees	Refer to Appendix (i)	60 days	Directorate of Planning

26	Provision of Occupation Certificate	Filled Application Form, Engineering Certificate No. 2, Payment of Occupation fees.	Based on formulae: (Area of the building X rate X 0.02%)	30 days	Directorate of Planning
27	Regularization of plots	Application letter, Inspection, Planning Permit, Payment of Regularization Charges	Regularization Charge – MWK19,000,000 per hectare (i.e. 0.0375ha = MWK712,500.00) Administration fee – MWK5,000.00 Ground Rent – MWK5,000 per Annum Penalty Charge – MWK45,000.00 VAT – 16.5% Planning Application Fees {Refer to Appendix (i)}	90 days	Directorate of Planning
28	Change of Ownership	Physical Presence of buyer and Seller, Plot Ownership Documents, Official ID of Seller, Passport Sized Photos of both seller and buyer, Clearance of outstanding bills (i.e city rates, ground rents & development charges – at prevailing rate), Payment of Processing fees, Inspection,	Processing fees –MWK29,125,00 for normal transfer and MWK11,650,00 for inheritance (VAT inclusive)	30 days	Directorate of Planning



	Letters of Administration or Court Order (for deceased estates)				
29	Processing of Lease	Plot Ownership Documents, Payment of Application Fees, Filled Application Form, Certified Deed Plans, Payment of Processing Fees, clearance of city rates and ground rents	Application fees – MWK5, 825. 00 Processing Fees – MWK58, 250. 00 (VAT inclusive)  (Note: Survey fees, verification of instrument, stamp duty, registration fees are payable to external Service providers).	30 days	Directorate of Planning
30	Resolution of Plot Boundary Disputes	Submission of a complaint, ownership documents, inspection	Free	On spot (case by case)	Directorate of Planning
31	Verification of Plot Boundaries	Submission of a request, ownership documents, Inspection.	Free	On spot (case by case)	Directorate of Planning
32	Plot Identification	Submission of a request, ownership documents, inspection	Free	On spot	Directorate of Planning
33	Provision of Site Plans for THAs	Submission of a request, ownership documents, payment of fees	Site Plan Processing Fees – MWK5, 825. 00	2 days	Directorate of Planning
34	Conditional Offer of Plots in THAs (when land is available)	Filled Application Form, Payment of Application Fees	Residential – MWK10, 000.00 Commercial – MWK20, 000.00	90 days	Directorate of Planning

35	Plot Allocation	Payment of Development Charge, Personal ID, Submission of Passport Sized photo, Planning Permit, Inspection	Development Charge: K19, 000, 000 per hectare (i.e 0.0375ha = MWK712, 500. 00) Planning Fees - Refer to Appendix (i)	60 days	Directorate of Planning
36	Photocopy of plot ownership documents	Application letter, searching fee upon confirming availability of the file and Police report	Searching fee- MK15,000	On spot	Directorate of Planning
37	Cutting and pruning of trees	Application, Assessment, Payment of charges, transport to be provided by the applicant.	Charges – Ranges from MWK4, 000 (dependent on the size of the tree or branch)	5 days	Directorate of Parks & Environment
38	Landscaping	Application, Assessment, Payment of charges	Charges – Depends on the BOQ for the works	7 days	Directorate of Parks & Environment
39	Hire of Fresh Flowers for Decorations	Application / call, Payment of charges	Charges – Ranges from MWK140, 000 or at MW K500 per pot of flower	On spot	Directorate of Parks & Environment
40	Provision of fresh flowers and wreaths	Application / call, Payment of charges	Charges – Ranges from MWK2, 500 – K5, 000 per wreath or bunch	On spot	Directorate of Parks & Environment
41	Hiring of Recreation Park	Application / call, Payment of charges	Hiring Charges – MWK150, 000. 00 per day	On spot (dependent on the availability of space)	Directorate of Parks & Environment
42	Provision of ornamental plants	Call, Payment of charges	Charges – Ranges from MWK250.00 to MWK2,000. 00	On spot	Directorate of Parks, Recreation & Environment

43	Issuance of occupational, ECD centres, Premises, Schools, liquor, food licences	Application and inspection fee	Application and inspection charges as prescribed in second schedules of Liquor Licensing By Laws (page 990) and Food By Laws (page 978)	14 days	Directorate of Health & Social Welfare
44	Registration and Licensing of Private waste operators	Application, inspection and training fee	Application, registration, inspection and training charges	Within 30 working days	Directorate of Health & Social Welfare
45	Waste collection and disposal	Collection and disposal fee	From MWK500.00 to MWK15,000.00	Daily	Directorate of Health & Social Welfare
46	Burial service	Booking and burial fee	Burial charge MK60,000	48 hours	Directorate of Health & Social Welfare
47	Removal of dead dogs	Report from the public	Free	Within 24 hours	Directorate of Health & Social Welfare
48	Provision of mobile toilets, skip, litter bins, vehicles, first aid services, hire of cultural troops	Booking	Booking charges	7 days	Directorate of Health & Social Welfare
49	Pest control services	Booking	Pest control charges	7 days	Directorate of Health & Social Welfare
50	Food handlers training, examination and issuance of certification	Application, Training, examination and certification	Training, examination and certification fees	Within 7 working days	Directorate of Health & Social Welfare
51	Issuance of Lease document (title deed)	Submission of certified deed plans through the Directorate of Planning	Verification of instruments, stamp duty, registration of title	30 days	Directorate of Legal Services

			(Note: these fees are payable to external service providers)		
52	Issuance of Consent to Transfer of lease/ Charge	Application letter together with draft instrument Settlement of city rates/ground rents	MWK15,000.00	7 days	Directorate of Legal Services
53	Provision of Media Response	Questionnaires One on one Interview/ Phone Interview	Free	Prompt (Case by Case)	Directorate of Administration
54	Response to emergencies (Strikes, Delays in service delivery, processions, Outbreaks)	Questionnaires One on one Interview/ Phone Interview	Free	Prompt (Case by Case)	Directorate of Administration
55	Response to Public Queries	Submission of queries or media enquiries, Questionnaires	Free	Maximum of 1week	Directorate of Administration
56	Issuance of clearance for big walk, processions and Council grounds	Application letter, Payment of Administrative fee	Big walk / processions - MWK10, 000. 00 Council Grounds – MWK30, 000 per day	5 days	Directorate of Administration
57	Issuance of clearance for video shooting or use of roundabouts (taking pictures)	Application letter, Payment of Administrative charges	As per the updated bylaws on charges published from time to time	4 days	Directorate of Administration
58	Responses to general correspondences	Letter	Free	5 days	Directorate of Administration

The Charges and fees above are subject to revision from time to time, please verify with the respective Directorates.

## SECTION 6.0 FEEDBACK PROCESS

LCC clients shall provide feedback on services rendered by either visiting LCC offices during working hours, formal writing or a call. Whichever the case, feedback will be provided to LCC on the following official addresses:

**i. Physical Address**

City Centre, Civic Offices, Off Robert Mugabe Crescent  
Plot number: 19/32

**ii. Postal Address**

The Chief Executive Officer, Lilongwe City Council, P.O Box 30396, Lilongwe 3.

**iii. Email and Facebook Addresses**

*info@lcc.mw / www.lcc.mw*

*fb//Lilongwe City Council*

**iv. Telephone**

01 773 144

**v. Emergency**

01757999 / 01751444/0981268401/0882919835

**vi. Toll Free**

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**vii. Fax**

01 770 885

Any service that does not conform to the standards and timelines set under Section 5.0 of this Client Service Charter or any LCC officer or Directorate that does not live up and conform to the set standards in service deliver shall be reported to the above addresses accordingly.

## SECTION 7.0 MONITORING AND EVALUATION

LCC shall evaluate its performance against set service standards annually and publish reports following the performance evaluation.

LCC will establish a Service Monitoring and Evaluation Committee (SMEC). The evaluation will involve analysis of feedback on service by LCC's clients and redress mechanism. LCC will endeavor to include its stakeholders in the evaluation team as the case shall require.

## SECTION 8.0 REVIEW OF THE CLIENT SERVICE CHARTER

The Client Service Charter shall be reviewed from time to time to ensure that it is in tandem with new developments regarding service delivery and policy or legal guidelines besides feedback from its clients.











