



Makeni City Council
Dr. Vincent Kanu Road
Makeni



CITIZENS SERVICE DELIVERY CHARTER OF THE MAKENI CITY COUNCIL

MANDATE

To promote the development of Makeni city and the welfare of its residence through the mobilization of resources from the Government of Sierra Leone and its development partners.

MISSION STATEMENT

To create an economically vibrant city with access to affordable basic services and facilities that will empower citizens to prosper.

VISION

To see the people of Makeni city being well educated, enjoying good health, living in a sector environmental, being self-sufficient in food, being prosperous and economically empowered.

OUR OBLIGATION TO OUR DEVELOPMENT PARTNERS

We guaranty the efficient utilization of resources devolved from the Government of Sierra Leone, our development partners as well as resources generated locally in a transparency and accountable manner.

OBLIGATION TO RESIDENTS OF MAKENI CITY

- Promote and support productive activities and social development
- Spear head the overall development and the welfare of people in our locality
- Initiate and maintain programs for the development of basic infrastructure for social and economic development
- Work with relevant agencies to ensure security within the municipality
- Coordinate and harmonize the execution of the programs and project for development
- Oversee the performance of devolved sectors to council in the implementation of programs/activities in the municipality
- Supervise and monitors the activities of line ministries within the municipality.

OBLIGATION OF OUR CLIENTS/CUSTOMERS

- We expect our customers/clients to positively support council by paying their taxes e.g. business licenses, house rates etc. on time to enhance better service delivery of the municipality.
- Provide relevant and accurate information to the Makeni City Council so as to enable the council to deliver services on time and satisfactorily.
- Customers /Clients are expected to give honest and respectful treatment to our staff.

MAKENI CITY COUNCIL MAINSTREAM SERVICES

NO	FRONT LINE SERVICES	STEPS/PROCEDURES	RESPONSIBLE PERSON/UNIT	Approximate Timeline	REQUIREMENTS	AMOUNT (NLE)
1.0	REGISTRATION CERTIFICATES – SOCIAL					
1.1	Obtain registration form	Apply through the Office of the Chief Administrator	Chief Administration/Development Planning Officer	48 Hrs.	Certificate of registration from MOFED Constitution, Business Registration Cert, NASSIT, NRA clearance , certificate of compliance etc.	50
1.2	INGO registration					2,000
1.3	NGO registration					1,000
1.4	CBO registration					500
1.5	FBO registration					250
2.0	BUSINESS REGISTRATION					
2.1	Companies					
2.1.0	Obtain registration form	Apply through the Office of the Chief Administrator	Chief Administrator/Finance Officer	48 Hrs.	Registration Certificate from OARG/Cooperative Service Commission, NASSIT, NRA, SLRA etc.	50
2.1.1	Premium					3,000
2.1.2	Class i					2,000
2.1.3	Class ii					1,500
2.1.4	Class iii					1,000
2.2	Consultancy Firm		Chief		Registration	

2.2.0	Obtain registration form	Apply through the Office of the Chief Administrator	Administrator/Finance Officer	48 Hrs.	Certificate from OARG/Cooperative Service Commission, NASSIT, NRA, etc.	50
2.2.1	Partnership					2,500
2.2.2	Sole Proprietorship					1,500
2.3	Catering Services	Apply through the Office of the Chief Administrator	Chief Administrator/Finance Officer	48 Hrs.	Registration Certificate from OARG/Cooperative Service Commission, NASSIT, NRA, etc.	500
3.0	PUBLIC CITY CLEARANCE					
3.1	Publicity City clearance form	Apply through the Office of the Chief Administrator	Chief Administrator/Finance Officer	48 Hrs.	Clearance from the Sierra Leone Police. Fill registration form and pay clearance fee	50
3.2	Public City Clearance Fee					100
4.0	BUSINESS LICENSES					
4.1	Consumer Discretionary: - General Merchandise - Building Material etc.	Apply through the Office of the Chief Administrator	Chief Administrator, Finance Officer, Valuation Unit	48 Hrs.	Assessment, billing, collect demand notice from Makeni City Council, Pay license fee	500 Plus

4.2	Consumer Staple - Water processing - Rice Shop - pharmacy etc.		Chief Administrator, Finance Officer, Valuation Unit		after 14 days etc.	500 Plus
4.3	Health Care Service - Laboratory - Private hospitals/clinics etc.		Chief Administrator, Finance Officer, Valuation Unit			500 Plus
4.4	Financial Services (Non-Banks) - Micro finance - Bureaus' (Western Union)		Chief Administrator, Finance Officer, Valuation Unit			1,000 Plus
4.5	Financial Services (Banks)		Chief Administrator, Finance Officer, Valuation Unit			15,000 Plus
4.6	Communications/IT - Printing Press - Post office - Telecommunications etc.		Chief Administrator, Finance Officer, Valuation Unit			200 Plus
5.0	PROPERTY RATE	Apply through the Office of the Chief Administrator	Chief Administrator, Finance Officer, Valuation Unit	48 Hrs.	Assessment, billing, collect demand notice from Makeni City Council, Pay license fee after 14 days etc.	Cost to be determined by the demand notice

6.0	FEES AND CHARGES					
6.1	Makeni City Council Hall	Apply through the Office of the Chief Administrator	Chief Administrator (CA)	48 Hrs.	Fill form and make payment	1,000 Including GST
6.2	Erection of Billboard		Chief Administrator		Fill form and make payment	Depend on the size of the billboard.
6.3	Street Naming		Chief Administrator/Valuation unit and Finance office		Write to the CA, Verification by the council	1,000 500 250
6.4	Burial Permit – Standard		Chief Administrator and Finance Officer		Death Certificate -Entry into Ledger -Identification of grave site -Issue of Permit & receipt -Doctor's report -Police Clearance	500
6.5	Burial Permit – Ordinary					250
6.6	Garbage collection & disposal (Solid Waste Management)		Chief Administrator/Environment and Social Officer/Finance Officer		Write to the CA, fill form, Make payment	500
7.0	EDUCATIONAL & LIBRARY SERVICES					
7.1	Granting of Government Scholarships to tertiary institutions	-Education Sector request to council for scholarship -Obtain application form from council	Ministry of Education	6 Months	Academic requirement TC, HTC, Diploma/HND, BED,	Free

		<ul style="list-style-type: none"> -Short-listing of candidates -Conduct interviews -Results displayed on notice board and announce on various radio stations 			<ul style="list-style-type: none"> - application form -Acceptance letter from the institution -Birth certificates -Receipt of college fees payment -Identification card 	
7.2	Library Services	<ul style="list-style-type: none"> Make enquiry from the receptionist -Deposit hand bag to the library security 	City Library	Monday-Friday 8am-4:30pm	Registration	To be determine by the Librarian
8.0	SOCIAL WELFARE SERVICES					
8.1	Family Work Cases	<ul style="list-style-type: none"> Obtain information from the complainant -Invite suspect through local authority -Referral cases to FSU/Court for non-compliance 	Social and Gender Officer	48 Hrs.	Oral/written complains	Free
8.2	Advocacy for Children in conflict with the law	<ul style="list-style-type: none"> identify victims -investigate problems -advocacy 	Social worker attached to FSU	Depending on investigation	Oral Compliant	Free
8.3	Family Tracing & Reunification	<ul style="list-style-type: none"> -Get victim freed -Ask details of the guardian -Reunite victim with the parents 	Social & Gender officer of Council	Depending outcome of tracing		Free
8.4	<u>Marriages</u> -Officiating &Registration of Civil Marriage		Social and Gender Officer, Deputy Chief Administrator	21 Days	<ul style="list-style-type: none"> Application letter -Public Notice for declaration of marriage -Provide 4 	500

8.5	Registration & Stamping of marriage (Muslim/Christian)	Application letter through the office of the Chief Administrator	Office of the Chief Administrator, Finance Officer	48 Hrs.	witnesses (2 each from bride & groom's side) -Evidence of Marriage Certificate -Stamping of marriage	100
8.6	Registration of Customary Marriage		Deputy Chief Administrator			50
9.0	HEALTH SERVICES					

Information on Health Services can be obtained at the Regional Government Hospital (Medical Superintendent) and other services can be provided by the District Medical Officer (DMO) and team.

COMPLAINTS CHANNELS:

All complaints regarding service delivery should be channeled to management of the Makeni City Council on the following numbers below:

- His Worship the Mayor - 033 398-908
- Chief Administrator - 078 868-690

Furthermore, any incident of corruption should be reported to the Anti-Corruption Commission on the following toll lines below:

- 077 985-985
- 077 986-986
- 8515