



## **SURVEY OF KENYA SERVICE CHARTER**

### **MISSION**

To produce, maintain and avail current and accurate surveying and mapping information to ensure security of land tenure, socio-economic development and territorial integrity for the welfare of the people of Kenya.

### **VISION**

To be the lead in the provision of current and accurate surveying and mapping information.

### **Preamble**

The Department of Surveys is the official Government agency for land surveying and mapping.

The role of the Department is therefore to survey land, collect geospatial data for research and production of topographical and thematic maps, plans, charts and aerial photographs. These are required for use such as in public administration, defence, tourism, education, agriculture etc., and industrial development, planning and for registration of titles to land.

The above functions are carried out within the provisions of the Survey Act (Cap 299) of the Laws of Kenya, under which the Department derives its legal mandate and the title *Survey of Kenya*.

The department produces maps to support registration of title to land under various legislation Acts e.g. Registered Lands Act (Cap 300), RTA (281)

### **Core Functions**

- To establish and maintain a national geodetic control network that covers the whole Country to facilitate other surveys and research.

- To produce and maintain plans of property boundaries in support of land registration and to ensure guarantee and security of land tenure.
- To prepare and maintain Registry Index Maps and Preliminary Index Diagrams to support land registration and to ensure security of land tenure.
- To produce and continuously update national topographical basic maps for the whole country at various scales for development planning and for production of other maps.
- To survey, inspect and maintain national and international boundaries.
- To prepare and publish the National Atlas of Kenya, as a documentation of National Heritage and promotion of Nation's identity.
- To establish and maintain land information system.
- To carry out hydrographic surveys for safe navigation, exploration and exploitation of natural resources of rivers, lakes, seas and oceans.
- To calibrate and maintain survey equipment in order to ensure correct measurements.
- To provide quality control and assurance of geographical data produced by other organizations.
- To establish and maintain National Spatial Data Infrastructure (N.S.D.I)

## **1. Our Responsibilities to you**

At all times Survey of Kenya aims for excellence in its delivery of information and advice. We aim to serve you effectively and efficiently and with courtesy, honesty, integrity and fairness. We aim to help you determine your needs and will endeavor to respond to your request within the specified time frame. Survey of Kenya staff make the following commitment to you.

We will:-

- Act promptly and fairly on all complaints or suggestions received from you.
- Act with care and diligence.
- Provide accurate, consistent and impartial advice.
- Explain clearly of what we expect of you and your rights and responsibilities.
- Publicly display our price list.
- Process your cadastral work, amend RIM and process deed plan(s) within a minimum period depending on the number of parcels involved and not more than thirty (30) working days since submission.
- Make sure surveyed parcel(s) correctly describes the position, size and shape of the land under survey and that there is no impediment to prevent title passing from one owner to another.

- Execute our duties professionally and honestly at all times.
- Provide cadastral plan(s), RIM(s), PID(s) print(s), non gazetted topographical maps, atlas and catalogue of maps as you wait.

## **2. Our Products and Services**

Survey of Kenya product range includes aerial photographs, topographical and thematic maps, mutation forms, Registry Index Maps (RIMs), Preliminary Index Diagrams (PIDs), Cadastral data, Geodetic data as well as atlas publications. Printing services are also provided

## **3. General Correspondences**

If you write to us requesting printed information, brochures and other publications, we will respond to you within five (5) working days of receipt of your request. In case of where the correspondence requires more consultation, the reply will be within fourteen (14) working days. If it is not possible for us to reply within the stipulated period, we will be keeping intouch on the progress of your enquiry.

## **4. Your rights and responsibilities**

Under this Service Charter, you have the right to lodge complaints and Survey of Kenya will set up a complaints desk for ease of reach. In case you are not satisfied with the answers provided, you have the right to forward your complaints to the next and immediate level of administration.

Under this Service Charter, you have the responsibility to:-

- Submit all the necessary correspondences for any new grant, subdivision, extension of lease, change of user together with the survey work executed.
- Make sure that you have been issued with a receipt for any payment(s) made.
- Be honest and ethical in your dealings with us.
- Avoid influencing any of the officer.
- Provide all the approvals necessary for acquisition of gazetted topographical maps.

We expect you to help us

- improve this service charter.
- Ensure that relevant license agreements and conditions set out on behalf of the Kenyan Government are complied with.

## **5. Monitoring and Reporting**

It is our wish that this charter will continue to reflect your needs and expectations. For this reason, a questionnaire and a help desk will be put in place to be receiving feedback from you.

Reviewing and reporting on client feedback will help us better target areas for service delivery improvements. However, the practicality and usefulness of this will vary and be influenced by factors such as the number, nature and complexity of the products and services delivered.

### **Contact Address**

The Director of Surveys  
Survey of Kenya  
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**NAIROBI**