



MINISTRY OF LANDS, PUBLIC WORKS,  
HOUSING AND URBAN DEVELOPMENT

STATE DEPARTMENT FOR LANDS  
AND PHYSICAL PLANNING



SERVICE CHARTER

S/No	Service	Requirements	Charges	Timeline
DIRECTORATE OF LAND REGISTRATION				
1.	Deed of indemnity/Agreements/contracts/deed poll/ licenses/ bonds/ commissions/ trust deed and any other documents registered under Registration of Documents Act	Instruments duly executed and attested, proof of duty payment, certified copy of ID/ passport,copy of PIN certificate, 2 passport-size photographs	Stamp duty Kshs.200 Registration fee Kshs. 1,000	3 days
2.	Wills/ Building Plans	Will/ plan	Registration fee Kshs. 1,000	3 days
3.	General Court Orders/Decrees	General Court Orders/ Decrees	Registration fee Kshs. 1,000	3 days
4.	A Vesting Order	Court order, valuation report, proof of stamp duty payment, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Stamp duty 2% or 4% of the value of property	3 days
5.	Caution/ Caution Withdrawal	Duly filled in caution form, certified copy of ID/passport, copy of PIN certificate, 2 passport-size photographs and proof of claim (Only applicable to caution)	Registration fee Kshs. 1,000	3 days
6.	Lease	Lease instrument, original title (for extension/renewal of lease), rent apportionment, proof of stamp duty payment (receipt), certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Opening of the Land register Kshs. 1,000 Title fees Kshs. 2,500	3 days
7.	Long term lease/ Sub lease	Duly executed sub lease, Consent to lease, valuation report, rent clearance, proof of stamp duty payment (receipt), original title document, certified copy of ID/passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Opening of the Land register Kshs. 1,000 Title fees Kshs. 2,500	3 days
8.	Power of Attorney	Duly executed Power of Attorney instrument, proof of stamp duty payment, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Stamp duty Kshs. 200 per donor	3 days
9.	Partition	Duly executed Partition instrument, rent apportionment (for leasehold property), valuation report, proof of stamp duty payment (receipt), original title document, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Opening of the Land register Kshs. 1,000 Title fees Kshs. 2,500	3 days
10.	Mutations	Mutation form, consent to subdivide, amended RIM, rent apportionment (for leasehold property), original Title, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Opening of the Land register Kshs. 1,000 Title fees Kshs. 2,500	3 days
11.	Correction	Duly filled Form for correction, stamp duty payment receipt (where applicable), original title document, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 2,000 Title fees Kshs. 2,500	3 days
12.	Succession	Completed form LRA 39 and or LRA 42, Letters of administration, confirmation of grant, proof of stamp duty payment, original title, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Title fees Kshs. 2,500 Stamp duty Kshs. 200 per	3 days
13.	Charges	Charge Instrument, consent to charge, Spousal consent, original Title, proof of stamp duty payment, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Title fees Kshs. 2,500 Stamp duty 0.1% of the secured amount	3 days
14.	Discharges	Discharge Instrument, original Title, proof of stamp duty payment, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Title fees Kshs. 2,500 Stamp duty 0.05% of the discharged amount	3 days
15.	Transfers	Duly executed transfer instruments, Consent to transfer (where applicable), valuation report, rent clearance, proof of stamp duty payment (receipt), original title, certified copy of ID/ passport, copy of PIN certificate and 2 passport-size photographs	Registration fee Kshs. 1,000 Title fees Kshs. 2,500 Stamp duty 2% or 4% of the value of property	3 days
16.	Replacement of Lost Title/ Reconstruction of Land Register	Application for lost title/ reconstruction, indemnity (for reconstruction of the land register), police abstract, statutory declaration, publication in two local dailies of nation-wide circulation, Kenya Gazette publication, certified copy of ID/ passport, copy of PIN certificate and 2passport-size photographs	Registration fee Kshs. 1,000 Title replacement fees Kshs. 2,500	3 days upon the expiry of 60 days from the date of gazette notice
17.	Issuance of Search Certificate	Completed Application Form, ID and copy of PIN certificate	Kshs. 1,000	1 day
18.	Provision of technical advice	Depends on nature of activity/what the advice entails	Free	Immediate
19.	Boundary dispute	Complain/request, copy of title, addresses of the disputing parties, copy of map (RIM), copy of mutation (where applicable)	Boundary dispute fees Kshs. 3,000	3 months from the date of the notice (summon)
20.	Stamp duty assessment	Duly executed Instruments to be assessed	Free	Immediate
21.	Stamp duty exemption	Application for exemption, instruments to be exempted, supporting documents, copy of title	Free	Immediate
DIRECTORATE OF LAND ADMINISTRATION				
1.	Approval of Sub-division/ Amalgamation Schemes	Approval by relevant County Governments in the form of original current PPA 2 Form, Consent from Land Control Board in case of Agricultural lands Positive comments from Survey, Physical Planning and Land Administration Officer	Kshs. 1,500 per sub-plot	2 days
2.	Approval of Application for Change of User/ Extension of User	Approval by relevant County Governments in the form of original current PPA 2 Form, Consent from Land Control Board in case of Agricultural lands Positive comments from Survey, Physical Planning and Land Administration Officer, Newspaper Notification, Planning Brief and Ground report by Land Administration Officer	Kshs. 10,000 approval fees	3 days
3.	Approval of Application for Extension of Lease	Approval by relevant County Governments in the form of original current PPA 2 Form, Consent from Land Control Board in case of Agricultural lands Positive comments from Survey, Physical Planning and Land Administration Officer, Newspaper Notification, Planning Brief and Ground report by Land Administration Officer	Kshs. 10,000 approval fees	3 days
4.	Ground rent determination upon Sub-division, Change of User and Lease Extension	Relevant approvals/RIM/Survey Plan	Free	3 days
5.	Lease processing	Letter of allotment/subdivision scheme approval letter, Payment of legal fees RIM/Deed Plan	Conveyancing fee Kshs. 3,000 Registration fee Kshs.1,000 Stamp duty as assessed by the Director Land Valuation	5 days
6.	Issuance of Land Control Board Consent	Duly filled application form, Original current official search	Application for Land Control Board consent Kshs. 3,000	30 days
			Application for Special Land Control Board consent Kshs. 10,000	2 days
DIRECTORATE OF VALUATION				
1.	Valuation for stamp duty purposes	Application for valuation, Copy of Transfer, Copy of Title, Search, Plan/Map/Route Map, Contact person's Name/ Phone, Approved Building Plans	Free	8 days
2.	Asset valuation	Request letter by MDAs, Asset Register (Detailed), Ownership documents, Contact person, Plans (where necessary)	50% of the valuers' scale of fees	21 days
3.	Government Leasing	Request letter by MDAs, Ownership documents, contact person, plans for lettable area, Inspection by housing directorate (private lease valuation agreements), Asking rent (where applicable)	Free	21 days
4.	Rent Determination	Requisition by Director Land Administration, Final Approvals by Director Land Administration, copy of existing title, Plans (survey RIMs), Briefs from physical planning department where necessary, all should be in the correspondence file	Free	3 days
5.	Preparation for valuation roll	Request letter from county government, Resolutions approved by County Government, Searches, Relevant maps/ development plans (DPS), Folio register (FRS)and field inspection	50% of the valuers' scale of fees	6 months
6.	Valuation for Probate	Request public trustee, contact person, Copy of title/ ownership documents, Search, Plans/Maps	Kshs. 2,000	8 days
7.	Valuation for government purchase/Sale	Letter of instructions from the government agency purchasing /selling, copy of ownership documents or other relevant documents, Letter of offer where applicable, Contact persons	50% of the valuers' scale of fees	21 days
8.	Valuation for Arbitration/Court Purpose	Valuation request letter by court stating clearly the purpose of valuation, copy of ownership documents, Contact Person	Free	21 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY  
If you are dissatisfied with any service offered to you by State Department for Lands and Physical Planning official(s), do not hesitate to report to:

The Principal Secretary  
State Department for Lands and Physical Planning  
Ardhi House, 12th Floor  
P.O Box 30450-00100Nairobi.  
e-mail: info@ardhi.go.ke, Contact: 0202718050

NOTE: We do not accept cash payments. All payments should be made through ArdhiPay

HUDUMA BORA NI HAKI YAKO





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AND PHYSICAL PLANNING



SERVICE CHARTER

S/No	Service	Requirements	Charges	Timeline
DIRECTORATE OF LAND ADJUDICATION AND SETTLEMENT				
1.	Demarcation of land	Request for declaration from the Sub County Land Adjudication Officer	Free	6 months
2.	Filing of land committee cases	File a case within 14 days after completion of demarcation	Kshs. 2,000 per case	14 days
3.	Hearing and determination of land committee cases	Attendance by all the parties on issuance of summons to appear at a specified place and time within the adjudication section	Free	3 months
4.	Filing of arbitration board cases	File a case within 14 days after committee's decision	Kshs. 3,000 per case	Immediate
5.	Hearing and determination of arbitration board cases	Attendance by all the parties on issuance of summons to appear at a specified place and time within the adjudication section	Free	4 months
6.	Filing of objection cases against the adjudication register	Filing objection cases within 60 days after publication of adjudication register	Kshs. 3,000 per case	Immediate
7.	Hear and determine objection to the adjudication register cases	Attendance by all the parties on issuance of summons at a specified place within the adjudication section	Free	6 months
8.	Filing of appeal to the Cabinet Secretary cases	Appeal in writing specifying the ground of appeal within 60 days after determination of the objection.	Kshs. 5,000 per case Kshs. 100 per page	Immediate
9.	Sale of case proceedings	Submission of application on demand	Kshs. 100 per page	1 hour
10.	Sale of sketch maps/demarcation maps	Submission of application on demand	Kshs. 1000 per page	Immediate
11.	Civic awareness & sensitization of communities	Attendance by the members of the community	Free	1 week
12.	Gazettement of Adjudication programme in community land	Preparation and submission of inventories of unregistered Community land	Free	3 months
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13.	Claim of an interest in community land	Application for recognition of interest/claim on community land in form CLA 1	Kshs. 5,000	3 months
14.	Filling a vacancy in Community Land Management Committee	Notification of change in composition of the Community Land Management Committee in form CLA 2	Kshs. 2,000	Immediate
15.	Registration of communities	Application for registration of a community in Form CLA3	Kshs. 5,000	1 month
16.	Updating of register of community members	Application in update the register of community member and minutes	Kshs. 1,000	Immediate
17.	Recognition and adjudication of claim on community land	Application for recognition and adjudication of claims on community land in Form CLA 8	Kshs. 2,500	2 months
18.	Customary Right of Occupation	Application for Customary Right of Occupation in Form CLA 9	Kshs. 2,500	Immediate
19.	Dispute resolution in community land	Application to lodge a dispute in Form CLA11	Kshs. 2,500	Immediate
20.	Placement of settlement plot for beneficiaries (balloting)	ID card/passport	Kshs. 1,000	Immediate
21.	Allocation and processing of Letter of Offer	National identity card, Ballot paper and original Letter of Offer	Conveyance fees -Kshs. 2,500 Survey fees- Kshs. 6,000 per portion Land charge- 20% of market value of the land	3 months
22.	Preparation of discharge of charge/Certificate of outright purchase	None	Full payment of land/development loan	15 days
23.	Transfer of plots through succession	Submission of relevant documents (will, Certificate of Confirmation of Grant, Letter of Administration).	Kshs. 2,500	2 weeks
DIRECTORATE OF SURVEY AND MAPPING				
1.	Consultancy fees on land survey and mapping matters.	Upon written request and assessment by Director of surveys.	Kshs. 3,000 per hour, the number of hours as assessed by the Director of Surveys	1 days
2.	Land survey and mapping search	Presentation of copy of title	Kshs. 500	Immediate
3.	Geo-referencing and survey of a sectional Unit	Written request	1–5 units Kshs. 35,000 per unit 6– 15 units Kshs. 28,000 per unit 16– 30 units Kshs. 25,000 per unit Above 30 units Kshs. 20,000 per unit	1 month
4.	Resolution of boundary disputes (fixed and general boundaries)	Proof of ownership, availability of RIM of disputed land, location map, payment receipt and summons/ Court Order	Kshs. 10,000 plus transport as per AA rates and Daily Subsistence Allowance prescribed by the Salaries and Remuneration Commission	2 days
5.	Demarcation and survey of land on adjudication areas	Request	Free	12 months
6.	Surveying of new grants	Payment receipt, letter of allotment and or Part Development Plan	Minimum Kshs.20,000xH (H is square root of Area in Hectares) plus 3% of the value of the Land	1 month
7.	RIM amendment/ cadastral plan preparation	Indent from allocating authority, release letter from licensed surveyor and payment receipt	Kshs. 2,500 Per parcel of land	7 days
8.	Sale of maps	Request	A0-Kshs. 500, A1- Kshs. 400, A2 and A3- Kshs. 350	Immediate
9.	Sale of national atlas	Request	Digital copy (Kshs. 5,000) Hard copy (Kshs. 10,000)	Immediate
10.	Sale of topographical maps	Written application	Minimum Kshs. 1,000	Immediate
11.	Topographical Surveys	Request and proof of ownership	Kshs. 30,000 per Ha or part thereof	15 days
12.	Comments on developments	PPA2 and request on development application, official search	Free	1 day
13.	Online Sale of Mutation Forms to licensed surveyors	Consent for land transaction, professional registration on Ardhisasa platform	Kshs. 50 per set	Immediate
14.	Mutation Surveys	Production of Land Control Board Consent, Proof of ownership	Kshs. 5,000xH per portion (H is square root of Area in Hectares) plus 3% of the value of the land	14 days
15.	Processing of mutation surveys	Land Control Board Consent, Mutation duly signed by licensed surveyor, application by licensed surveyor	Minimum Kshs. 600 x H (H is square root of Area in Hectares) per portion	1 day
16.	Giving evidence in court	Court summon	Kshs.3,000 plus transport as per AA rates and daily subsistence allowance prescribed by the Salaries and Remuneration Commission per court attendance plus travelling and accommodation cost	As required
17.	Approval for aerial surveys	Application letter, indication of area of coverage and time, clearance form DoD and Kenya Civil Aviation	Minimum of Kshs. 10,000	2 days
18.	Sale of navigational charts	Written application by the institution requesting	Minimum of Kshs. 1,000 per sheet	Immediate
19.	Planning, designing and plate making services	Request, sample of required works/approval	Minimum of Kshs. 500 per sheet	2 days
20.	Printing and print finishing services	Request /sample	Minimum of Kshs. 1,000 per sheet	5 days
DIRECTORATE OF LAND PHYSICAL PLANNING				
1.	Approval of building plans	Recommendation by relevant authorities	Minimum of Kshs. 750	2 days
2.	Processing of building plans	Building plans, site plan and certified copy of title	Cities: Kshs. 3,000, Municipalities: Kshs. 1,000 Towns/Markets: Kshs. 500, Special Economic Zone: Kshs. 5,000, Territorial Sea/Exclusive Economic Zone: Kshs. 10,000	14 days
3.	Issuance of compliance certificate	Submission of the preceding year's copy of compliance certificate and site visit	Cities: Kshs. 2,000, Municipalities: Kshs. 1,000 Towns/Markets: Kshs. 500, Special Economic Zone: Kshs. 5,000, Territorial Sea/Exclusive Economic Zone: Kshs. 10,000	2 days
4.	Processing of Environment Impact Assessment and Audit Reports	Comprehensive Environmental Impact Assessment Report	Kshs. 3,000 per report	14 days
5.	Sale of Plans	Official written request by customer(s) and/ or other government agencies	Sale of prints of graphical plans per copy Size Colour Black & White Blue Print A0 3,000 1,500 1,500 A1 2,500 1,200 1,200 A2 2,000 1,000 1,000 A3 1,000 500 500 A4 500 200 200	1 day
6.	Part Development Plans (PDPs)	Documents of ownership i.e. certified copy of the title deed or certificate of title or lease, location plan, public notification in accordance with section 58 (7) & (8) of PLUPA & planning brief	A4 black & white Kshs.200, Coloured Kshs. 500 A3 black & white Kshs.500, Coloured Kshs.1,000	Immediate
7.	Authentication of Part Development Plans	Official written request by customer(s) and/ or other government agencies	Black & white Kshs 200 Coloured Kshs. 500	1 day
8.	Development Control Applications	Vetting of applications for change of user or extension of user Vetting of sub-division (per portion)	Kshs. 3,000 Kshs. 500	3 days 3 days
9.	Sale of documents on National Physical and Land Use Planning Liaison Committee (NPLUPLC)	National Physical and Land Use Plan, National Land Use Policy, Inter County Physical and Land Use Plan	Appeal fee Kshs. 2,000 Amendment of appeal fee Kshs. 1,000 Obtaining extract of Register fee Kshs. 1,000 Obtaining copies of minutes' fee Kshs. 50 Certified copies of minutes' fee Kshs. 500	15 days
10.	Sales of copies of National Physical and Land Use Plan and Policies	Submission of application on demand	Kshs 2,500 & Kshs. 500 for certified copy Kshs. 1,000 & Kshs. 500 for certified copy Kshs. 1,000 & Kshs. 500 for a certified copy	1 day
11.	Sale of downloaded prints of plans	Certification of downloaded prints of plans	Kshs. 500	1 day
12.	Sale of proceedings	Proceedings of National Physical and Land use consultative forum	Paper copy fee Kshs.50 per page & Kshs.500 per certified copy	1 day
		Proceedings of Inter County Joint Physical and Land Use Planning Committee	Paper copy fee Kshs.50 per page & Kshs.500 per certified copy	1 day
13.	Sale of Minutes of National Physical Planning Liaison Committee meetings	Official written request by customer(s) and/ or other government agencies	Kshs.50 per page	1 hour
14.	Scrutiny of minute books	Official written request by customer(s) and/ or other government agencies	Kshs.200	1 hour

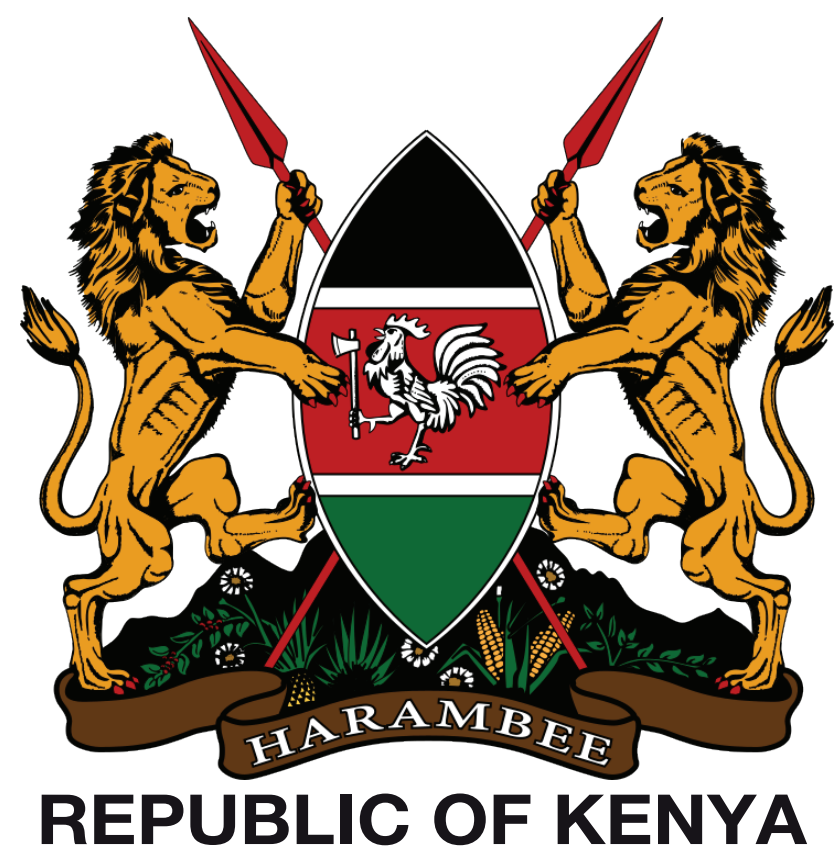
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S/No	Service	Requirements	Charges	Timeline
COMMON SERVICES				
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	1 working day
		Email and Social media (Twitter, Facebook and YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	14 working days
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of Suppliers	Dully filled application form Company profile Certificate of Incorporation/Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement Copy of Certificate of registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filled by company registry National ID/Passport on issuance of summons at a specified place within the adjudication section	Free	14 working days
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	L.P.O / Invoice Certificate of Completion / Goods / Services Received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days

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