



TAKING THE CITY  
**BACK**  
TO THE PEOPLE

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**BLANTYRE**  
CITY COUNCIL

# *Service Charter*

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**BACK**  
TO THE PEOPLE



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## Feedback

For further information please contact the following:

<b>Director of Administrative Services</b>	<b>01 871 860</b>
<b>Director of Financial Services</b>	<b>01 870 386</b>
<b>Director of Engineering Services</b>	<b>01 870 545</b>
<b>Director of Leisure, Culture and Environmental Services</b>	<b>01 871 046</b>
<b>Director of Town Planning and Estates Services</b>	<b>01 875 126</b>
<b>Director of Health and Social Services</b>	<b>01 870 436</b>
<b>Director of Commerce and Industry</b>	<b>01 878 859</b>
<b>District Education Manager</b>	<b>01 877 884</b>
<b>Public Relations Manager</b>	<b>0888852457</b>
<b>Emergency line</b>	<b>01 871 999</b>

The Chief Executive Officer  
Blantyre City Council  
Kasungu Crescent  
Private Bag 67  
Blantyre  
Email : [bcachief@bccmw.com](mailto:bcachief@bccmw.com)  
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Our clients may utilise the following to send complaints and feedback:

Facebook page : **Blantyre City Council**  
Twitter account : **@btccitycouncil**  
Website : **www.bccmw.com**

- Suggestion boxes are placed at Civic Centre and in public places.
- Service Charter Committees are available at Ward Level

### Service Users

Service users are the city residents (Individuals and corporate) and other stakeholders. In this Charter, service users have both rights and responsibilities.

### Service Users' Rights

Our service users' have the following service rights:

- Right to quality service.
- Right to access service delivery points.
- Right to be heard and provided feedback on their requests for services.
- Right to be given reasons where a service has been denied.
- Right to be treated with dignity and courtesy.
- Right to access public information being sought.
- Right to demand an official receipt where services have been paid for.

### Service Users' Responsibilities

To enable us serve residents better, we request you to ensure that you:

- Pay local taxes and charges timely.
- Observe City by-laws and regulations.
- Promptly report emergency cases and faults.
- Regularly supply the Council with feedback and suggestions on service delivery.
- Promptly report cases of theft and vandalism of Council's property.
- Desist from indulging in bribery and other forms of corrupt practices.
- Have a refuse receptacle (bin) for waste collection.
- Take good care of infrastructure and property.

## Foreword

This Service Charter is a social pact between Blantyre City Council and City residents to improve accountability and efficiency of service delivery. It spells out both the types of services and quantifiable service standards that Blantyre City residents can reasonably expect from the Council. In addition, the Charter also sets out the service users' rights, obligations, feedback and complaint handling procedures.

In line with the Local Government Act (2010) and the National Decentralisation Policy (1998), the Ministry of Local Government and Rural Development is committed to improving autonomy and self-sufficiency statuses of local governments.

At present, the Ministry is promoting the development of service charters for all the local governments in the country to improve efficiency and accountability and achieve a positive performance transformation in the delivery of public services. It is also the Government's wish to use service charters as a tool to drive public service delivery towards a more responsive customer-focused approach. In this regard, the Charter expresses the Council's dedication to serve the public and become answerable to its service users in the event of non-compliance.

It is delightful to note that this Service Charter has been developed in consultation with both individual and institutional Blantyre City stakeholders. This Charter, therefore, serves as a vital communication tool between the Council and its clients. As such, good working relations between Blantyre City Council and its clients remain central to the success of the Charter.

I, therefore, recommend this Charter to all clients of Blantyre City Council and anticipate that they will follow the mechanisms stipulated in this Charter to get maximum benefit from the Council.

I would like to thank the Malawi Government for introducing the service charters as part of the reforms in the delivery of public services and the Ministry for developing the policy guidelines for their formulation.

We are deeply indebted to the visionary leadership of His Excellency the State President, Professor Arthur Peter Mutharika, for embracing the service charter concept.

It is hoped that through this Charter, the Council will serve the residents better and live up to its pledge of prioritising their interests at all times. It is also my expectation that the Council will adapt the Charter to the changing needs of the public and the evolving global trends to maintain it as a living document.



COUNCILLOR  
 WILD NDIPO – MAYOR

# Preamble

It is with pleasure that we introduce this Service Charter to our valued service users. As you are aware, we collectively formulated this Charter to improve service delivery. This Charter gives a new ray of hope to you, our valued service users, in service provision.

This Charter contains information about our core services, service standards, service users' rights and responsibilities. It is my expectation that you will familiarise yourselves with the contents of the Charter.

The Council is committed to comply with the service standards stated in this Charter. Our performance will rely on your timely feedback and suggestions for better service delivery. We request that you kindly report any complaints through a mechanism stated in this Charter.

The introduction of this Charter will mark a new era for our Council to serve you better. It is our further hope that the Charter will strengthen our partnership to bring more opportunities and greater interaction between us. At the same time, the Charter will be used as a tool to enhance transparency and accountability in the delivery of our mandate for continuous performance improvement.

Finally, I am equally grateful to the Malawi Human Rights Resource Centre and the Danish Institute for Human Rights, German Development Co-operation (GIZ) and Irish Aid for technical and financial support.

In addition, Concerned Youth Organisation has engaged in tireless collaborative efforts in the development of the Charter with financial support from Tilitonse Fund. The organisation's input cannot go unnoticed.



DR. ALFRED W.D. CHANZA  
 CHIEF EXECUTIVE OFFICER

## Administraion and Finance



**We shall ensure that:**

- Civic offices are open between 07:30 and 16:30 hours from Monday to Friday except on public holidays.
- Feedback on complaints and requests for information on service delivery is given within seven days of submission.
- Consent to transfer or charge properties is issued within 21 days of application.
- Audited financial statements are published within nine months after the financial year end.
- Cash office is open by 08:00 hours and closes at 16:00 hours.
- More pay points are established i.e. mobile banking and electronic payment.
- Rates clearance certificates are issued within two days.
- Property is valued 30 days after issuance of Certificate of Occupation.

## Town Planning and Estates Services

**We shall ensure that:**

- Development Plans are processed within 30 days of submission.
- Plots are allocated everythree months through Plot Allocation Committee.
- Planning queries are responded to within seven days of the date of receipt.
- Plot allocation is based on 'first come, first served' principle.
- Change of ownership is processed within 30 days and title deeds within 60 days.
- Building inspection requests are met within three days of submission of inspection cards.
- Certificate of Occupation is issued within three days from the date of fees payment.
- Development Projects are appraised within 14 days of the date of application.
- Illegal structures are demolished seven days upon expiry of the enforcement notice.
- Council-Client feedback on planning information matters provided within 24 hours.



## Commerce

**We shall ensure that:**

- Issuance of Business Licence is done within 48 hours upon payment.
- Inspection of businesses including liquor or beer selling points is done quarterly.
- Delivery of rates bills is done within 14 days from the time the rate becomes due.
- Investment leads are handled within 48 hours.
- Markets are open from 6:00am to 6:00pm daily.



## Engineering

### **We shall ensure that:**

- Potholes and other related damages are repaired within seven days of appearing.
- Sewer blockages are cleared within 24 hours of reporting of incident.
- Industrial wastewater samples are analysed once per month per industry.
- Damaged street lights and traffic signs are replaced within 48 hours.
- Fire fighters arrive at the scene of fire incident within 15 minutes of reporting.
- Blocked culverts, storm water drainages and road washaways are maintained within 48 hours of reporting.
- Faulty sanitary structures in public places are repaired within 24 hours of reporting.
- Fire inspection is provided within 48 hours of request.
- Waste water is treated according to national standards.

## Leisure, Culture and Environment

### **We shall ensure that:**

- Grass is kept short in principal roads and open spaces.
- Landscape designs are prepared within 30 days of request upon meeting requirements.
- Mayoral sports festivals, City fair and cultural events are held once every year.
- Wreaths services are provided within three hours of request.
- Floral decoration services are provided within 12 hours of request.
- Emergency tree cutting and clearing are handled within 30 minutes of reporting.

## Education

### **We shall ensure that:**

- Pupil Teacher Ratio (PTR) of 60:1 and Pupil Classroom Ratio (PCR) of 60:1 is maintained.
- Inclusive teaching and assistive devices to learners with special needs are provided; and learning materials are provided i.e. one textbook per subject per learner, Braille papers per visual impaired and deaf learners.
- Disability friendly school facilities to learners with physical disabilities are provided i.e. those using wheelchairs.
- One specialist teacher for every 15 learners with special needs is provided.
- Advisory Services through school visits by a Primary Education Advisor (PEA) once per month is conducted.
- Inspection of schools once per term per school by Inspectors is conducted.
- Capacity building of Mother Groups, School Management Committees and Parents Teachers Associations is conducted once a year.
- Monitoring visits for cross cutting issues (HIV/AIDS, School Health and Nutrition, Gender Equity and Special needs) are done monthly in schools.
- Mock Examinations for Standard 8 are conducted once per year.
- Education Management Information System is strengthened by providing termly summary reports and data.
- Reading Centres are established in the communities/localities in every ward.

## About us

We are a Local Government with a responsibility to provide municipal services to the citizens living within Blantyre City boundaries. We are situated on plot number CC2, along Kasungu Crescent, in Blantyre City.

## Vision

To be a City of choice in the SADC Region with a very conducive environment where people shall take ownership, live, do business and prosper.

## Mission

To provide environmentally friendly, high quality, efficient and effective demand driven municipal services in partnership with the individual and corporate residents to attain better quality lives for all residents in the City.

## Mandate

To govern the City of Blantyre and provide municipal services in tandem with the Local Government Act (2010)

## Core Values

- Integrity
- Accountability and transparency
- Zero tolerance to corruption
- Professionalism
- Non-discriminatory
- Team work
- Local participation

## Services

The Council is mandated to provide the following services:

## Health and Social

- Waste management
- Social welfare
- Communicable Disease Control
- Public Health



Town Planning and Estate Management

- Development control and forward planning
- Estates Management
- Building Inspectorate
- Enforcement of planning standards
- Community Development



Administration

- Enforcement of municipal governance
- Security and safety

Leisure, Cultural and Environmental Management Services

- Parks and recreation
- Culture management
- Landscaping
- Environmental management



Engineering

- Road construction and maintenance
- Street lighting
- Liquid waste management
- Fire and emergency services



Commerce

- Business licensing
- Property rates billing
- Markets management
- Investment promotion



Education



- Basic and secondary education
- Teaching and learning resources
- Inspectorate and advisory
- Capacity building
- Education infrastructure provision



Service Standards

Health and Social Services

**We shall ensure that:**

- Refuse is collected once a week in formal residential areas.
- Refuse is collected in informal residential areas once the skip is full within 24hours.
- Refuse is collected daily in public places, for example, markets.
- Refuse is collected once a week in industrial areas.
- Streets are cleaned in the Central Business District a daily and twice per week in the peripheral areas.
- Graves are prepared within five hours of reporting upon payment of the appropriate fee.
- Meat is inspected from all butcheries/abattoirs on daily basis before selling.
- Commercial food handlers are medically examined every six months.
- Infested public areas are sprayed with pesticides within seven days of reporting.
- Early Childhood Development Centres (ECD) are inspected monthly.
- ECDs, CBOs are registered within 14 days of application upon meeting the required standards.
- Maternity clinics have adequate staff at all times.

