



Government of Malawi

MINISTRY OF LANDS AND HOUSING

SERVICE CHARTER

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1. Introduction

The Ministry of Lands and Housing Service Charter is a statement of intent of the Ministry's commitment to provide best possible service standards to its clients. It sets out the standards of services the clients can expect from Ministry of Lands and Housing. It is also the evidence of our resolve to offer the best services. The charter is the cornerstone of the Ministry of Lands and Housing initiative to improve service delivery in the Lands and Housing Sectors. It also serves as a gauge against which the performance of our service delivery can be measured.

This Charter is a framework designed to create effective conditions for the functioning of the Ministry of Lands and Housing so that its services are available, accessible and of high quality. The Ministry's Service Charter will help to establish new relationship between the Ministry and its environment in order to meet clients' expectations, development needs and adapt to the profound changes taking place in the country.

The charter is based on the Malawi Public Service Charter and it is consistent with the provisions of the Constitution of Malawi and key Government policies, regulations and legislations. More specifically, it is designed to respond to the situation in Malawi taking into account the following:

1. The growing desire to improve service delivery that has necessitated various Public Sector Reforms;
2. The need to put the Output Based Budget and Performance Management Systems into perspective, that encourages public agencies to measure and assess performance; and
3. The need to help internalize the culture of service, non-discrimination, participation, responsiveness, transparency and accountability both in the Public Servants and clients.

1.1 Our Mandate

To provide land and housing management services to the general public, stakeholders and parties seeking these services in a manner that ensures that physical development takes place in an orderly and sustainable manner.

1.2 Our Vision

Our vision is “equitable access and secure tenure to land and housing for all”

1.3 Our Mission

To create an enabling environment for efficient, effective and sustainable provision of land and housing management services to the general public in order to promote and encourage social and economic development.

2. Fundamental Principles

The Ministry of Lands and Housing commits itself, through this charter, to the following fundamental principles:

- **Principle of equality of treatment**

The Ministry of Lands and Housing will recognize the equality of clients before the law and that they will not be discriminated against based on the place of origin, race, gender, religion, ethnic group, philosophical or political convictions or other personal considerations.

- **Principle of neutrality**

The Ministry of Lands and Housing will not discriminate against its employees and clients because of their personal traits. The Ministry of Lands and Housing will remain non-partisan and support the policies and programmes of Government of the day.

- **Principle of legality**

The Ministry’s services will be provided in strict compliance with the law. Administration decisions will be taken in conformity with existing regulations.

3. Our Core Values

The Ministry will be guided by the following core values:

- Visionary Leadership;

- Recognition of team and individual achievements;
- Teamwork and Collaboration;
- Professionalism and adherence to ethical standards;
- Staff Motivation;
- High productivity;
- Transparency and Accountability;
- Client Focused Services;
- Equal opportunity to all;
- Gender Empowerment;
- Creativity and Innovativeness; and
- Community Participation.

4. Our Services

The Ministry of Lands and Housing is responsible for the provision of the following products and services:

Department of Surveys

- Demarcation and re-affirmation of internal and international boundaries;
- Production and revision of base maps;
- Survey of land parcels;
- Establishment and maintenance of National geodetic Network;
- Carry out topographic, hydrographic, cadastre and engineering surveys;
- Production of hydrographic and aeronautical charts;
- Update and provision of land information; and
- Production, standardization and harmonization of spatial data sets.

Department of Physical Planning

- Preparation and revision of national, regional and local physical development; and
- Enforcement of development planning and management rules, standards and guidelines.

Department of Lands

- Allocation and registration of land parcels;
- Valuation of properties;
- Resolution of land disputes;
- Facilitating of provision of basic infrastructures on public land; and
- Collection of land related revenue.

Department of Buildings

- Design and supervision of construction of public buildings;
- Maintenance and rehabilitation of public buildings;
- Provision of landscape architectural design and supervising landscape works;
- Enforcement of building regulations and standards;
- Provision of VVIP platforms for national public events.

Department of Housing

- Promotion of Rural Housing Designs and standards;
- Provision of loans for house construction to eligible Public Servants;
- Maintenance and rehabilitation of public buildings;
- Promotion of better and safer house construction in relation to Disaster Risk Reduction;
- Mobilization of financing sources for public housing development projects;
- Provision of loans for house construction;
- Management and valuation of public housing estates;
- Promotion of the improvement of rural and urban housing;
- Collection of revenue; and
- Provision of public office and special staff residential accommodation.

5. Our Clients

The foremost client of the Ministry of Lands and Housing is the citizens of Malawi. More specifically the Ministry of Lands and Housing serves and interacts with the following:

- The public;
- Government Ministries, Departments and Other Government Agencies;

- Civil society;
- Private sector; and
- Development partners.

5.1 Client Rights

Ministry of Lands and Housing clients and stakeholders have the rights to:

- Access to services that best meet their distinct needs;
- Be treated with courtesy and respect;
- Information on the nature of our services, policies and legal framework in the sector;
- Privacy and confidentiality;
- Be heard and provide and receive feedback on the performance of service delivery; and
- Participate in arriving at solutions and recommendations aimed at addressing their respective issues.

5.2 Client Obligations

To help the Ministry of Lands and Housing provide them with high quality services and to ensure a meaningful continuing relationship, clients and stakeholders are obliged to:

- Treat public servants with courtesy and respect;
- Desist from offering gifts, favours and inducements to or exerting undue pressure on public servants;
- Respond to requests for information by public servants comprehensively and promptly;
- Punctually attend scheduled appointments;
- Contribute to service provision in accordance with laid down policies and regulations; and
- Abide with the legal requirement(s) that make them eligible for the services sought.

6. Our service standards

The Ministry of Lands and Housing will strive to improve service delivery and forge closer relationships with its clients. It is the policy and commitment of this Ministry to consistently and reliably provide quality, accessible and sustainable services that meet and exceed the expectations of our clients.

The Ministry has also a Fraud and Corruption Policy which forbids employees and stakeholders in any corrupt and fraudulent transactions and promotes an environment and culture intolerant to corruption and fraud.

6.1. Proximity and accessibility of services

The Ministry of Lands and Housing will be organized along functional and decentralized lines designed to bring lands and housing management services closer to the people and provide them with appropriate and accessible basic services. The Ministry's services are therefore available in all regions of the country.

6.2. Participation and Consultation

It will be the responsibility of the Ministry of Lands and Housing to ensure that the mechanisms of participation and consultation involving the clients and all other stakeholders are effectively put in place.

6.3. Efficient and Quality Service

The Ministry of Lands and Housing will ensure that the highest quality and the most effective and efficient services are provided by competent and professional staff.

- The Ministry of Lands and Housing will adjust the provision of its services to changing needs of the clients and stakeholders;
- Delivery of services will be monitored and evaluated to ensure effectiveness and progress towards meeting standards and improving services;
- Services will be delivered in a timely manner. We will determine deadlines and respect them in the delivery of services;
- In delivering service, the Ministry of Lands and Housing will ensure that all clients and stakeholders are treated with courtesy and respect; and
- Staff will attend to clients and stakeholders with promptness and will listen and make every effort to find solutions to their needs.

6.4. Access to Information

The Ministry of Lands and Housing will make available to all clients and stakeholders by all appropriate means the necessary information on the procedures and formalities relating to the provision of services.

The Ministry of Lands and Housing will display in its reception and offices its mandate, the services it provides, standards, fees and charges.

- The Ministry will inform clients of any decisions taken concerning them.
- The Ministry will establish and/or strengthen reception and information units for clients and stakeholders in order to assist them in gaining access to services and in recording their compliments, suggestions and complaints.

6.5. Modernising the Ministry of Lands and Housing

The Ministry of Lands and Housing will introduce innovative and appropriate methods in the provision of its services as follows:

- Use modern methods, particularly information and communication technologies, in order to improve output;
- Establish one stop shops where they are compatible with the nature of services required; and
- strive to simplify procedures and processes and ease formalities in the delivery of services.

6.6 Visibility

The Ministry of Lands and Housing will strive to be visible to its clients and the general public in print and electronic media. As and when there are any new developments in the sector, the general public, clients, and all relevant stakeholders will be notified of the same as soon as possible.

7. Operating Hours

All Ministry of Lands and Housing offices are open from Monday to Friday except on Public Holidays from 07:30 Hrs to 17:00 Hrs and Lunch Break from 12:00 Hrs to 13:00 Hrs

8. Feedback

- Let us know as soon as possible when we do not meet your expectations and when we have exceeded your expectations;
- To help us give you best possible services, clients and stakeholders are encouraged to make genuine complaints, suggestions and compliments to the Secretary for Lands Housing; and
- Staff in the Ministry of Lands and Housing is committed to handle issues raised by the clients and stakeholders at all times.

Please contact us through:

The Secretary for Lands and Housing,
Zowe House, Plot No. 40/11, Off-Convention Drive
Private Bag 311,
Capital City,
Lilongwe3,

Telephone: (265) 01 774 766

Fax: (265) 01 772 523

Website: www.lands.gov.mw

9. This Charter

Copies of this charter are available to the people in Malawi through the Ministry's offices and the following website: **Website:** www.lands.gov.mw

10. Amendment of the Charter

In light of the changing circumstances, we will in consultation with our clients and stakeholders, subject this Service Charter to constant amendments as we continuously strive to improve our services.