

MINISTRY OF LANDS, HOUSING AND URBAN DEVELOPMENT PUBLIC SERVICE CHARTER

The Ministry will abide by the following standards in provision of services:

Services Rendered	Client Requirements	Service Charges	Timelines	Remarks
Allocation of land parcels	Completion of application forms	K5,000 (paid after being allocated)	1 to 3 months	Depend on availability of land
Registration of land parcels	Acceptance of the offer Request for cadastral survey Have a deed plan	2 to 10 million Kwacha/ha as development charges, stamp duty and fees K3,000	90 days	
Valuation of properties	Request for assessment for compensation purposes Request for valuation of structures on land	1% of property value	30 days	
Resolution of land disputes	Submit a complaint	0	1 to 3 months	
Facilitating provision of basic infrastructures on public land	Paying development charges	0		Government is expected to provide serviced land
Collection land related revenue	Payment of ground rent on allocated land	0	Annual collections	
Provision of quality assurance of geospatial information	maps, images, survey, fees payment	Charged as specified in survey tariff	7 days	Charges depend on the size and type of map and distance to site

Services Rendered	Client Requirements	Service Charges	Timelines	Remarks
Preparation of physical development, detailed layout, and land use plans	Apply for grant of outline development permission to develop land	K5,000.00	30 Days	
	Apply for a grant of detailed development permission	K5,000.00		
	Apply to subdivide land	K5,000.00		
	Apply to change the use of land	K5,000.00		
	Apply to display an advertisement	K5,000.00		
	Apply for extension of time to implement grant of development permission	K5,000.00		
	Apply for provisions of site plans	K5,000.00		
	Ask colour print outs of detailed layout plans and urban structure plans	Ranges from K2, 500.00 to K10, 000.00	1 day	Varies depending on paper size i.e. A4 to AO
	Apply for an official search of departmental records	K5, 000.00	1 day	
Enforcement of development planning standards and guidelines following development of land without a development permit and non-compliance with the	Apply to the Town Planning Committee for regularising unauthorised development Make a notice of appeal to the	K5000.00		

Services Rendered	Client Requirements	Service Charges	Timelines	Remarks
development permit	Town and County Planning Board	K10, 000.00	30 Days	
	Apply to the High Court for the review of the decision of the Board	K15,000.00		
Preparation of district Physical Development Plans	Request from Local Councils, Individuals and other institutions Provision of resources by Local Councils, and/or other partners	0	60 days	
Preparation of Local Physical Development Plans	Request from Local Councils, Individuals and other institutions Provision of resources by Local Councils and/or other partners	0	60 days	
Preparation of Subject/special Physical Development Plans	Request from Local Councils, Individuals and other institutions Provision of resources by Local Councils and/or other partners	0	60 days	
Provision of spatial information on the position of international boundaries	Information on the area of interest	Charges as per approved survey tariffs	1day	
Field work to show the position of the international boundary	Information on the area of interest	Charges as per approved survey tariffs	14 days	These being bilateral issues require consultation with counterparts between two neighbouring countries

Services Rendered	Client Requirements	Service Charges	Timelines	Remarks
				Depends on the length of boundary stretch and terrain
Provision of spatial information on the position of internal boundaries	Information on the area of interest	Charges as per approved survey tariffs	1 day	
Demarcation and re-affirmation of internal boundaries: Regional, District, City, Town, TA, Constituency and Ward boundaries	Boundary descriptions and agreements among stakeholders Need the presence of all parties involved	Charges as per approved survey tariffs	30 days	Depends on the length of boundary stretch
Surveying of land parcels	Survey request letter from Lands Department, approved layout plan, approval of subdivisions, copies of deed plans in retracement surveys, Payment of survey fees deposits.	Charges as per approved survey tariffs	7 days	Period of completion depends on the size, number of land parcels, availability of controls and contiguous properties, and distance to the site
Examination and approval of cadastral surveys	Surveys from a licensed land surveyor, Payment of examination and printing fees	Charges as per approved survey tariffs	14 days	Period of completion depends on the size and number of land parcels.
Conducting topographic and engineering surveys	Specifications of the survey required, payment of survey fees	Charges as per approved survey tariffs	7days minimum	Period of completion depends on the size and terrain of the land parcels and distance to the site
Provision of base maps	Area of interest, type of map need, map specifications and	Charges as per approved	2days	Period depends on size of map, area covered,

Services Rendered	Client Requirements	Service Charges	Timelines	Remarks
	compilation and printing fees	survey tariffs		number of maps and detail
Provision of thematic and topographic maps	Area of interest, type of map needed, map specifications and compilation and printing fees	Charges as per approved survey tariffs	2 days	Period depends on size of map, area covered, number of maps availability of data and detail
Provision of national geodetic control network data (coordinates between two survey positions)	Fees for data, area of interest	Charged per hectare as specified in survey tariff	1 day	Fees depend on the amount of data required
Printing of maps, charts, plans, images, sailing pilots and mosaics	Area of interest, printing charges,	Charged as specified in survey tariff	1 day	charges depend on the number required
Provision of hydrographic and aeronautical surveys	Payment of survey fees, area of interest and specifications of the survey	Charged per hectare as specified in survey tariff	30 days	Period depends on area covered and detail required
Provision of hydrographic aeronautical charts	Payment of printing charges, area of interest and specifications of the charts	Charged per chart as specified in survey tariff	1 day	charges depend on the number of charts required
Hiring out of hydrographic vessels	Number of hours, payment of hiring fees, area of interest	Charged as specified in survey tariff	1 day	Sailing depends on weather
Valuation of offices and dwelling houses	Request for valuation	1% of property value	14 Days	
Maintenance of offices and dwelling houses	Request for maintenance	Free	90 days	
Provision of office and housing accommodation to public servants	Application for office space Application for dwelling house	Free	5 days (Response to application)	

Services Rendered	Client Requirements	Service Charges	Timelines	Remarks
			60 days (Provision of office space /dwelling house)	
Provision of house Loans to public servants House loans for low income households through Housing Development Groups	Loan application letter/form Request for the loan	Free	21 days (Offer letter) 6 months (provision of loan) Within the financial year for selected beneficiaries	
Conduct awareness meeting on better and safer construction guidelines on housing	Written request	Free	5 Days	

SATISFACTORY SERVICES IS YOUR RIGHT

Please contact us through:

The Secretary for Lands, Housing & Urban Development, Zowe House, Private Bag 311, Capital City, Lilongwe3,

Telephone: (265) 01 774 766, **Fax:** (265) 01 772 523, **Website:** www.lands.gov.mw