# FAQs and Help Desks

## Key Service Points

Who to Contact and where to find them, for the below mentioned permits, Licenses and Services:

1. Hire of Grounds and Parks - Assistant Director Environment -City Hall Annex 6th floor, Room 7.

2. Tree Cutting - Assistant Director Environment -City Hall Annex 6th floor, Room 7.

3. Fire Inspection - Chief Fire Officer – Nairobi Fire Station located along Tom Mboya Street.

4. Survey Fees - Chief Lands Surveyor - City Planning Department, City Hall 2nd floor.

5. Parking tickets/clamping impounding and towing - Chief Accountant, Car Park – City Hall Ground Floor Room 40.

6. Rates - Chief Accountant Rates – City Hall Ground Floor.

7. Hire of Charter Hall, Conference Hall and Garden Spaces - City Hall Superintendent – City Hall 1st Floor, Room 175

8. Single Business Permits - Chief Licensing Officer – City Hall Annex Mezzanine Floor

9. Plans and Inspection - Assistant Director, Development Control – City Hall Annex 1st Floor

10. Billboards and Adverts - Assistant Director, Urban Design & Development – City Hall Annex 4th Floor

11. Building Occupation Certificates – Assistant Director, Enforcement Department – City Hall Annex 2nd Floor.

12. City Mortuary/ Burial at Langata Cemetery - Funeral Superintendent- City Mortuary, Ngong Road.

13. Pumwani - Pumwani Medical Superintendent - Pumwani Maternity

14. Ambulance Fees - Supervisor – Fire Station -Tom Mboya Street

15. Birth and Death Certificates - Assistant Medical Officer of Health - City Hall 3rd Floor Room 322

16. Inoculation - Assistant Medical Officer of Health - City Hall Ground Floor Room 45

17. Food Hygiene/Medical Certificates - Supervisor – City Hall 3rd Floor Room 345

18. City Stadium - Chief Sports Officer - City Stadium, Jogoo Road.

19. Library - Chief Librarian-McMillan Library Upperhill.

20. Social Halls - Senior Welfare Officer - Makadara Council Offices.

21. Markets - Senior Market Superintendent, City Hall Annex 11th Floor

22. Housing - Chief Housing Officer, City Hall Annex 11th Floor

23. Rent - Chief Accountant Rent, City Hall Ground Floor.

24. Dog Licenses - Superintendent - City Council Office, Pangani

25. City Inspectorate Training Schools - Commandant – Dagoretti Corner