



# KENYA MARINE FISHERIES SOCIO-ECONOMIC DEVELOPMENT PROJECT (KEMFSED)

## CITIZEN’S SERVICE DELIVERY CHARTER

PROJECT DEVELOPMENT OBJECTIVES: to improve management of priority fisheries and mariculture and increase access to complementary livelihood activities in coastal communities.

Our mandate: to facilitate timely implementation of the project activities and customer satisfaction while complying with all respective laws and procedures.

Our core values: professionalism, efficiency and responsiveness, integrity and ethics, teamwork and partnership, gender equity, judiciousness and inclusivity.

S/No	Services offered	Client requirement	Charges	Timelines
1.	<b>Customer care:</b> Prompt attendance to customer inquires			
	i. Service inquires ii. Technical queries	Face to face visit or courtesy call Written request	Free	i. Attended to within five (5) minutes upon arrival, with an appointment or 10 minutes if no appointment ii. 14 days from receipt
2.	<b>Communication:</b> Enhancing communication to and from the project to our internal and external stakeholders			
	Response to correspondence i. Telephones calls ii. Letters iii. Email	Formal correspondence	Free	Calls: within four (4) rings Letters: within 7 working days Email: acknowledged within 1 day
	<b>Project information:</b> Clear, accurate, helpful, and consistent current project information			
3.	i. Website- regularly reviewed and updated with the latest information, programs, services, and products. meets your expectation will be accessible. ii. Flyer and requested	Website visit and feedback  Visit CPIU and NPCU offices and written request	Free  Free	Updated monthly  Supplied continuously
4.	<b>Research Information:</b> Disseminate accurate and timely research finding packaged for policymakers and fisheries industry stakeholders			
	i. Packaging of Research information for stakeholders in the fisheries industry ii. Policy briefs to the policymakers	Formal request	Free	i. Within 7 days of the request  ii. Biennial policy briefs
	<b>Capacity Building:</b> Support training opportunities for need-based skills in a fair & transparent manner			
5.	Provision of information on training opportunities and procedures Scholarships for formal skills, vocational training, and academic education	i. Response to call for proposals ii. Attach KCSE result, merit list, and minutes of approval from CPSC	Free	Within one (1) month to the deadline of application
	Provision of attachment/ internship and apprenticeship	Formal request		Response within 1 month of application
6.	<b>Procurement:</b> obtaining and ensuring delivery of acceptable quality of goods and services and fostering positive relationships with our vendors and clients			
	Procurement of Good and services	Attach relevant documents outlined in the IPOA	Free	Dependent on nature of goods and services as per procurement regulations
	Opening of tenders/ RFQ	i. Opening committee ii. Optional witnessing by tenderer/ bidder	Free	Immediately after closing
	Tender evaluation	An evaluation Committee		Within 30 days of opening
	Tender Award	Duration to be specified in a Tender document		10 days after the debriefing
	Safety of Assets: Coordinating Inventory Management and Fixed Assets	Nil	Free	Updated biannually
7.	<b>Finance:</b> Ensuring the uninterrupted flow of finances to internal and external clients			
	a) Disbursement of Funds to i. CPIUs ii. Strategic Partners iii. Disbursement to task and component leaders	i. Timely Submission of annual budgets and procurement plans ii. Approved AWP & Budget/Requisition iii. Approved Requisition with the relevant attachment		i. 5th Day of the subsequent quarter ii. Quarterly and as per completed requisitions iii. Within 4
	b) Payments: i. Processing of all completed purchase orders ii. Payment of imprest & claims vouchers	i. Attach invoice; LPO; delivery note ii. Imprest warrant and relevant attachment	Free	i. within 10 days of receipt of LPO and completed documentation ii. Within 7 days
8.	<b>Governance tools:</b> Transparent & participatory formulation of evidence-based fisheries governance tools			
	i. Development of policies, legislation, Management Plans & guidelines for implementation of fisheries sector programs ii. Social inclusion of relevant Stakeholders	i. On-demand ii. Invitation to citizen Consultation's forums for all decision-making processes	Free	As need arises
9.	<b>Monitoring, Control and Surveillance (MCS)-</b> seamless inter-agencies collaboration in MCS activities at the national, county, and community level			
	i. Inter-agency patrols in nearshore and offshore ii. Capacity building of Beach Management Units on MCS procedures	As need arises As need arise and on-demand	Free	Quarterly offshore patrols and on-demand for nearshore
10.	Approval of Sub-projects	Submission of proposals, minutes, and list of approval from CPSC	Free	Continuous

We are committed to excellence in service delivery. The project has the Grievance Redress Mechanism including the Grievance Redress Committees in each participating county. Kindly send complaints to the Project Coordinator as below:

National Project Coordination Unit (NPCU) Maktaba Kuu House, Ngong Road P. O. Box 58187-00200 Nairobi, Kenya Email: kemfsed@kilimo.go.ke Complaints/feedback: complaints@kemfsed.org Website: <a href="http://www.kemfsed.go.ke">http://www.kemfsed.go.ke</a> Hot Line:	National Project Coordination Unit (Satellite) Coastal and Marine: Headquarters Officers, Liwatoni. P. O. Box 90423-80100, Mombasa email: kefscoast@gmail.com Tel: 412221318	Commission of Administrative Justice, Waiyaki Way P. O. Box 20414-00200 Nairobi, Kenya line 0800221349 toll-free Email: <a href="mailto:complains@ombudsman.go.ke">complains@ombudsman.go.ke</a> Toll-free: 0800221349	Working Days and Hours: Nairobi: 8.00 am -5.00 pm Monday to Friday Mombasa: 7.45 am- 5.00 pm Monday –Thursday Mombasa: 7.45 am- 4.00 pm Friday Emergency services are 24 hrs
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