

**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.

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| **S/No** | **Services offered** | **Client requirement** | **Charges** | **Timelines** |
| **1** | **Customer care:** Prompt attendance to customer inquires | | | |
|  | 1. Service inquires 2. Technical queries | Face to face visit or courtesy call  Written request | Free | 1. Attended to within five (5) minutes upon arrival, with an appointment or 10 minutes if no appointment 2. 14 days from receipt |
| 2 | **Communication**: Enhancing communication to and from the project to our internal and external stakeholders | | | |
|  | Response to correspondence   1. Telephones calls 2. Letters 3. Email | Formal correspondence | Free | Calls: within four (4) rings  Letters: within 7 working days  Email: acknowledged within 1 day |
| **3** | **Project information:** Clear, accurate, helpful, and consistent current project information | | | |
|  | 1. Website- regularly reviewed and updated with the latest information, programs, services, and products. meets your expectation will be accessible. 2. Flyer and requested | Website visit and feedback  Visit CPIU and NPCU offices and written request | Free  Free | Updated monthly  Supplied continuously |
| **4** | **Research Information:** Disseminate accurate and timely research finding packaged for policymakers and fisheries industry stakeholders. | | | |
|  | 1. Packaging of Research information for stakeholders in the fisheries industry 2. Policy briefs to the policymakers | Formal request | Free | 1. Within 7 days of the request 2. Biennial policy briefs |
| **5** | **Capacity Building:** Support training opportunities for need-based skills in a fair & transparent manner | | | |
|  | Provision of information on training opportunities and procedures  Scholarships for formal skills, vocational training, and academic education | 1. Response to call for proposals 2. 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 | Free | Response within 1 month of application |
| **6** | **Procurement:** 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 | 1. Opening committee 2. 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** | **Finance:** Ensuring the uninterrupted flow of finances to internal and external clients | | | |
|  | 1. Disbursement of Funds to 2. CPIUs 3. Strategic Partners 4. Disbursement to task and component leaders | 1. Timely Submission of annual budgets and procurement plans 2. Approved AWP & Budget/Requisition 3. Approved Requisition with the relevant attachment | Free | 1. 5th Day of the subsequent quarter 2. Quarterly and as per completed requisitions 3. Within 4 days of approval |
|  | 1. Payments: 2. Processing of all completed purchase orders 3. Payment of imprest & claims vouchers | 1. Attach invoice; LPO; delivery note 2. Imprest warrant and relevant attachment | Free | 1. within 10 days of receipt of LPO and completed documentation 2. Within 7 days |
| **8** | **Governance tools**: Transparent & participatory formulation of evidence-based fisheries governance tools | | | |
|  | 1. Development of policies, legislation, Management Plans & guidelines for implementation of fisheries sector programs 2. Social inclusion of relevant Stakeholders | 1. On-demand 2. Invitation to citizen Consultation’s forums for all decision-making processes | Free | As need arises |
| **9** | **Monitoring, Control and Surveillance (MCS)**- seamless inter-agencies collaboration in MCS activities at the national, county, and community level | | | |
|  | 1. Inter-agency patrols in nearshore and offshore 2. 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*:**

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| **National Project Coordination Unit (NPCU)**  **Maktaba Kuu House,** Ngong Road  P. O. Box 58187-00200 Nairobi, Kenya  Email: [kemfsed@kilimo.go.ke](mailto:kemfsed@kilimo.go.ke)  **Complaints/feedback**:[*complaints@kemfsed.org*](mailto:complaints@kemfsed.org)  **Website:** <http://www.kemfsed.go.ke>  Hot Line:  **or** | **National Project Coordination Unit (Satellite)**  **Coastal and Marine:**  Headquarters Officers, Liwatoni.  P. O. Box 90423-80100, **Mombasa**  email: [kefscoast@gmail.com](mailto:kefscoast@gmail.com)  Tel: 412221318 |
| **Commission of Administrative** Justice, Waiyaki Way  P. O. Box 20414-00200 Nairobi, Kenya line 0800221349 toll-free  **Email:** complains@ombudsman.go.ke  **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 |

**HUDUMA BORA NI HAKI YAKO**