


## REPUBLIC OF KENYA

	<b>MINISTRY OF MINING, BLUE ECONOMY &amp; MARITIME AFFAIRS</b>	<b>STATE DEPARTMENT FOR THE BLUE ECONOMY AND FISHERIES</b>
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### CITIZENS' SERVICE DELIVERY CHARTER

#### VISION

To be a regional leader in governance of fisheries resources, Aquaculture and Blue Economy

#### MISSION

To facilitate sustainable management and development of fishery resources, Aquaculture and the Blue Economy for accelerated socio-economic development

#### MANDATE

To coordinate the development of policy, legal, regulatory and institutional framework of fisheries resources, Aquaculture and the Blue Economy management and development.

S/No	Service	Requirement to obtain service	Cost of service	Timeline
1.	Attending to customers:			
	a) Visitor reception	Official visit Self-introduction and making formal enquiry	Free	<ul style="list-style-type: none"><li>➤ Within 5 minutes on first come, first served</li><li>➤ PLWD will be served immediately</li></ul>
	b) Response to telephone calls	Phone Call Self-introduction and making formal enquiry	Free	<ul style="list-style-type: none"><li>➤ Pick calls within 3 rings</li><li>➤ Direct the call to the relevant offices</li></ul>
2.	Response to Correspondences:	Written request providing accurate address	Free	Response within 48 hours
	a) General Correspondences			
	b) Technical Correspondences	Written request providing	Free	Response within 5 working days

		accurate address		
3.	Access to information on: a) General issues	Formal request	Free	Immediate
	b) Technical issues	Formal request	Free	Within 1 week
4.	Handling public complaints	Submit complaint through email, mail, walk – in or phone call	Free	➤ Immediate acknowledgement ➤ Resolution as guided by the Commission on Administrative Justice Act
5.	Provision of information on training opportunities and procedures	➤ Formal request ➤ Availability of the training opportunities	Free	Immediately upon receiving such opportunity
6.	Provision of attachment	Formal request	Free	Within 1 week
7.	Provision of Fisheries reports, statistics and information	Formal request	Free	Within 24 hours
8.	Approving issuance of Certificate of Compliance	Formal application attaching all the required documents	Ksh. 35,000 per product.	Within 2 days after payment
9.	Fisheries inputs	Formal request satisfying all the conditions	Free	Within 5 days
10.	Disbursement of AIEs to end users	None	Free	Within the 1 <sup>st</sup> month of quarter
11.	Control and commitment of expenditure	Approved budgeted activity	Free	Immediate depending on availability of funds
12.	Processing procurement of goods and services	Attach relevant supporting documents	Free	Within 30 Days
13.	Payment to claims and service providers	Attach relevant supporting documents	Free	Within 24 hours on receipt of exchequer
14.	Provision of Financial Reports	Formal request from the end user	Free	Immediate
15.	Processing of statutory deductions	Personnel information	Free	Within 7 working days

16.	Approval for Research Authorization	Formal application attaching all necessary documents	Free	Within 2 days
<p style="text-align: center;"><b>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</b></p> <p>The State Department for Fisheries, Aquaculture and The Blue Economy is committed to render quality, efficient and effective services to our customers. In this regard, this Service Charter provides you with a mechanism for lodging complaints when our services do not meet the stated standards. Drop your Complaints or Compliments in boxes situated within the State Department for Fisheries, Aquaculture and The Blue Economy or send by post or contact:</p>				
<p><b>How to contact us</b> For Complaints and Compliments contact:</p> <p><b>Principal Secretary</b> State Department for the Blue Economy &amp; Fisheries, P. O. Box 30028-00100, Nairobi, Kenya E-mail: ps@blueeconomy.go.ke Telephone: +254-20-2718870</p> <p><b>Anti-Corruption Hotline:</b> 0800724891 www.kilimo.go.ke</p>			<p><b>Unresolved Complaints may be reported to:</b></p> <p><b>The Commission Secretary/ Chief Executive Officer</b> Commission on Administrative Justice West End Towers, 2nd Floor, Waiyaki Way, Westlands. P. O. Box 20414-00200, NAIROBI. Tel: +254 (0)20 2270000/ 2303000</p> <p>E-mail: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a></p>	
<p><b>HUDUMA BORA NI HAKI YAKO</b></p>				