



REPUBLIC OF KENYA



SERVICE	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINES
PROVISION OF INFORMATION TO CUSTOMERS	A formal request for information by the customer	Free	Within three (3) working days
STAKEHOLDER FEEDBACK Response by walk-in-clients	Walk in and make the enquiry	Free	Within one (1) minute
Respond to phone calls	Contact KeFS on phone	Free	Within three (3) rings / 15 seconds
Respond to written correspondence	Written correspondence (Letters addressed to the Agency)	Free	Within five (5) working days
	Email and Social media (Twitter, Facebook and Youtube)	Free	Within one (1) working day
COMPLAINTS HANDLING Response to complaints and grievances	A complaint formally lodged with the Agency	Free	Within one (1) working day
Refer a complaint received to the relevant agency	A complaint formally lodged with the Agency but does not fall within KeFS mandate	Free	Within two (2) working days
Resolution of complaints	Make a verbal or written complaint	Free	One (1) working day
Payment for goods and service received	LPO/ Invoice/ Certificate of completion/ Goods/ Services Received Submission of a fully supported claim	Free	Within sixty (60) working days
Acknowledge receipt of payment of premiums	Proof of payment of premium	Free	Within one (1) working day
Registration of suppliers	Duly filled Application Form, Company Profile, Certificate of Incorporation/ Registration, PIN Certificate, Valid Tax Compliance Certificate/ Exemptions, Original Bank Statements, Copy of Certificate of Registration with relevant regulatory bodies, Non-refundable fee payment receipt, copies of Annual Return Forms filed by company registry, National ID/Passport	Free	Three (3) working days
Processing of tenders	Submit bids for goods and services	Free	Ninety (90) days
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	One (1) working day
Disposal of obsolete idle/surplus and goods/ stores	Authorization letter Form F058 Submissions of bids	Free	Sixty (60) days from the date of advertisement
Public participation policy-making process	Familiarization with issues and active participation	Free	One (1) day
Recruitment of staff	Make formal application based on the advert	Free	Ninety (90) days
Processing of request for information	Make a request for information	Free	Twenty one (21) days
ISSUANCE OF LICENSES			
Issuance of Artisanal Fisherman's /Aquarium License	Application via e-citizen platform	Sh. 500	Within seven (7) working days
Issuance of Fisherman's Licence for Semi-industrial and industrial Kenyan fishing crew	Application via e-citizen platform	Sh. 1,000	Within seven (7) working days
Issuance of Fisherman's Licence for Semi-industrial and industrial foreign fishing crew	Application via e-citizen platform	Sh. 10,000	Within thirty (30) working days
Registration of Artisanal boats	Application via e-citizen platform	Sh. 500	Within seven (7) working days
Issuance of license for collection or trading in Sea Cucumber (Bech-De-Mer)	Application via e-citizen platform	Sh. 200	Within seven (7) working days
Issuance of license to clients for sport fishing	Application via e-citizen platform	Sh. 200	Within seven (7) working days
Issuance of license to clients for trout fishing	Application via e-citizen platform	Sh. 200 Fortnight/ Sh. 300 - Monthly/ Sh. 4,000 - Yearly	Within seven (7) working days
Issuance of license to clients for semi industrial and industrial Kenyan fishing craft	Application via e-citizen platform	Sh. 200,000	Within thirty (30) working days
Issuance of license to clients for industrial foreign fishing craft (Purse Seiners)	Application via e-citizen platform	USD 50,000	Within thirty (30) working days
Issuance of license to clients for industrial foreign fishing craft (Long Liner)	Application via e-citizen platform	USD 30,000	Within thirty (30) working days
Issuance of Fish Feed Manufacturers License	Application via e-citizen platform	Free	Within thirty (30) working days
Issuance of Fish Export Health Certificate	Application through the KenTrade System Application through TRACES Application through Chinese system (depending on the country of destination)	Sh. 1,500	Within seven (7) working days
FOOD HANDLING & CERTIFICATE OF COMPLIANCE Issuance of other fish products (Nile Perch, Tilapia) certificate.	Application through KenTrade system	Sh. 35,000 per product line	Within fifteen (15) working days.
Issuance of certificate of compliance for high value products (Tuna and Maw)	Application through KenTrade system	Sh. 35,000 per product line	Within fifteen (15) working days.
Facilitation of fish exports	Application through KenTrade system	0.5% ad valorem	30 minutes after uploading of application and export invoice
Facilitation of fish imports	Application through KenTrade system	5% ad valorem	30 minutes after uploading of application, sanitary health certificate and import invoice on online platform
Sale of broodstock	Requisition	variable	Dependent on quantities ordered
Sale of fingerlings	Requisition	variable	Dependent on quantities ordered
Sale of yearlings	Requisition	variable	One (1) day
Sale of fish food	Requisition	variable	Dependent on availability and quantities ordered

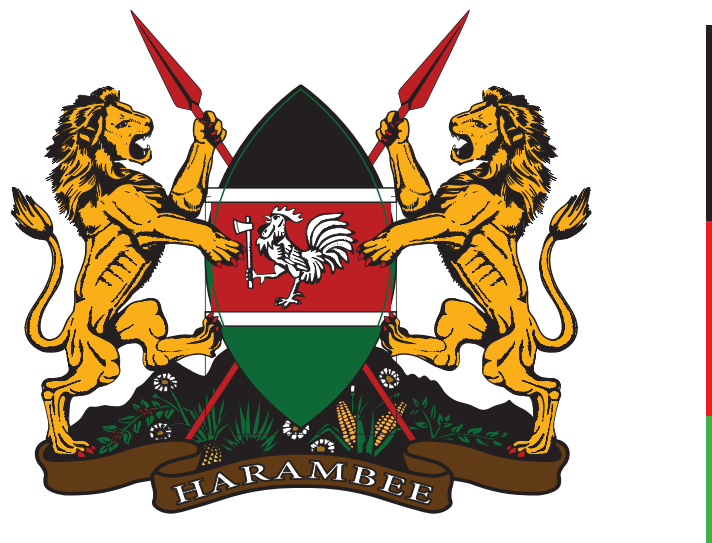
WE ARE COMMITTED TO EXCELLENT AND COURTEOUS SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Director General
Kenya Fisheries Service (KeFS)
NHIF Building, 13th Floor,
P.O. Box 48511-00100, Nairobi Kenya.
Tel: 020 2020191
Email: info@kefs.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0)20 2270000/2303000
Website: www.kdic.go.ke | Email: complain@ombudsman.go.ke

“HUDUMA BORA, NI HAKI YAKO”



REPUBLIC OF KENYA



HUDUMA	MAHITAJI YA MTEJA	GHARAMA YA HUDUMA	MATUKIO
Utoaji wa taarifa kwa wateja	Ombi rasmi la habari na mteja	Bure Bila Malipo	Ndani ya siku tatu (3) za kazi
MAONI YA WADAU			
Majibu ya wateja wanaotembea-ndani	Ingia ndani na ufanye uchunguzi	Bure Bila Malipo	Ndani ya dakika moja (1)
Jibu simu	Wasiliana na KeFS kwa simu	Bure Bila Malipo	Ndani ya pete tatu (3) / sekunde 15
Jibu barua iliyoandikwa	Barua za maandishi (Barua kwa Wakala)	Bure Bila Malipo	Ndani ya siku tano (5) za kazi
	Barua pepe na mitandao ya kijamii (Twitter, Facebook na Youtube)	Bure Bila Malipo	Ndani ya siku moja (1) ya kazi
KUSHUGHULIKIA MALALAMIKO			
Majibu ya malalamiko na malalamiko	Malalamiko yaliyowasilishwa rasmi kwa Wakala	Bure Bila Malipo	Ndani ya siku moja (1) ya kazi
Rejea malalamiko yaliyopokelewa kwa wakala husika	Malalamiko rasmi iliyolala na Shirika lakini haingii ndani ya KeFS mamlaka	Bure Bila Malipo	Ndani ya siku mbili (2) za kazi
Utatuzi wa malalamiko	Fanya malalamiko ya mdomo au maandishi	Bure Bila Malipo	Siku moja (1) ya kazi
Malipo ya bidhaa na huduma iliyopokelewa	LPO/ Ankara/ Cheti cha kukamilika/Bidhaa/ Huduma Zilizopokewa Uwasilishaji wa dai linaloungwa mkono kikamilifu	Bure Bila Malipo	Ndani ya siku sitini (60) za kazi
Tambua risiti ya malipo ya malipo	Uthibitisho wa malipo ya malipo	Bure Bila Malipo	Ndani ya siku moja (1) ya kazi
Usajili wa wauzaji	Fomu ya maombi iliyojazwa ipasavyo, Wasifu wa Kampuni, Cheti cha PIN ya Usajili, Cheti Halali cha Kuzingatia Ushuru/ Misamaha ya Ushuru, Taarifa Halisi za Benki, Nakala ya Cheti cha usajili na mashirika husika ya udhibiti, Stakabadhi ya malipo ya ada isiyorejeshwa, Nakala za fomu za marejesho za kila mwaka zilizojazwa kwa usajili wa kampuni, Kitambulisho cha Taifa/Pasipoti	Bure Bila Malipo	Siku tatu (3) za kazi
Usindikaji wa zabuni	Peana zabuni kwa bidhaa na huduma	Bure Bila Malipo	Siku tisini (90) za kazi
Taarifa ya wazabuni waliofaulu na ambao hawajafaulu	Fikia tovuti ya ununuzi wa kielektroniki kwa arifa	Bure Bila Malipo	Siku moja (1) ya kazi
Uuzaji wa bidhaa za kizamani/ziada	Barua ya idhini Fomu F058 /Mawasilisho ya zabuni	Bure Bila Malipo	Siku sitini (60) kutoka tarehe ya tangazo
Mchakato wa kuunda sera ya ushiriki wa umma	Kuzoea masuala na ushiriki hai	Bure Bila Malipo	Siku moja (1)
Kuajiri wafanyakazi	Fanya maombi rasmi kulingana na tangazo	Bure Bila Malipo	Siku tisini (90)
Usindikaji wa ombi la habari	Fanya ombi la habari	Bure Bila Malipo	Siku ishirini na moja (21)
UTOAJI WA LESENI			
Utoaji wa leseni ya wavuvi wadogo/aquarium	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 500	Ndani ya siku saba (7) za kazi
Utoaji wa leseni ya uvuvi kwa wavuvi wa Kenya wa viwanda na wa viwandani.	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 1,000	Ndani ya siku saba (7) za kazi
Utoaji wa leseni ya uvuvi kwa wavuvi wa kigeni wa viwanda na viwandani	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 10,000	Ndani ya siku thelathini (30) za kazi
Usajili wa boti za Sanaa	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 500	Ndani ya siku saba (7) za kazi
Utoaji wa leseni ya kukusanya au kufanya biashara katika Tango la Bahari (Bech-De-Mer)	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 200	Ndani ya siku saba (7) za kazi
Utoaji wa leseni kwa wateja kwa ajili ya uvuvi wa michezo	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 200	Ndani ya siku saba (7) za kazi
Utoaji wa leseni kwa wateja kwa ajili ya uvuvi wa samaki aina ya trout	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 200 - Wiki mbili / 300 - mwezi / Sh. 4,000 - kwa mwaka	Ndani ya siku saba (7) za kazi
Utoaji wa leseni kwa chombo cha uvuvi ya kiwango cha viwanda, wa Kenya	Maombi kupitia jukwaa la raia wa elektroniki	Sh. 200,000	Ndani ya siku thelathini (30) za kazi
Utoaji wa leseni kwa Wateja wa kigeni wanaotumia nyavu ya mviringo na chombo cha uvuvi wa kiwango cha viwanda (Purse Seiners)	Maombi kupitia jukwaa la raia wa elektroniki	USD 50,000	Ndani ya siku thelathini (30) za kazi
Utoaji wa leseni kwa Wateja wa kigeni wanaotumia Zulumati na chombo cha kiwango cha viwanda (Longliners)	Maombi kupitia jukwaa la raia wa elektroniki	USD 30,000	Ndani ya siku thelathini (30) za kazi
Utoaji wa leseni ya watengenezaji wa Chakula cha Samaki	Maombi kupitia jukwaa la raia wa elektroniki	Bure bila malipo	Ndani ya siku thelathini (30) za kazi
Utoaji wa cheti cha Afya ya Mauzo ya Samaki	Maombi kupitia Mfumo wa KenTrade Maombi kupitia TRACES Maombi kupitia mfumo wa Kichina (kulingana na nchi ya marudio)	Sh. 1500	Ndani ya siku saba (7) za kazi
UTUNZAJI WA CHAKULA NA CHETI CHA KUZINGATIA			
Utoaji wa cheti cha bidhaa nyingine za Samaki (sangara wa Nile, tilapia).	Maombi kupitia mfumo wa KenTrade	Sh. 35,000 kwa kila mstari wa bidhaa	Ndani ya siku kumi na tano (15) za kazi
Utoaji wa cheti cha kufuata kwa bidhaa za Thamani ya Juu (Tuna na Maw)	Maombi kupitia mfumo wa KenTrade	Sh. 35,000 kwa kila mstari wa bidhaa	Ndani ya siku kumi na tano (15) za kazi
Uwezeshaji wa mauzo ya samaki nje ya nchi	Maombi kupitia mfumo wa KenTrade	Asilimia 0.5% ya thamani ya samaki zinaouzwa nje ya Kenya	Dakika 30 baada ya kupakia maombi na ankara ya kuuza nje
Uwezeshaji wa uagizaji wa samaki kutoka nje	Maombi kupitia mfumo wa KenTrade	Asilimia 5% ya thamani ya samaki zinazoagizwa kutoka nje	Dakika 30 baada ya kupakia maombi, cheti cha afya ya usafi na ankara ya kuagiza kwenye jukwaa la mtandaoni
Uuzaji wa Samaki Wazazi	Ombi	Inalingana na kimo	Inategemea kiasi kilichoagizwa
Uuzaji wa mbegu ya Samaki	Ombi	Inalingana na kimo	Inategemea kiasi kilichoagizwa
Uuzaji wa mbegu wenye umri wa mwaka mmoja na zaidi ya aina ya samaki ya Trout	Ombi	Inalingana na kimo	Siku moja (1)
Uuzaji wa Chakula cha Samaki	Ombi	kutofautiana	Inategemea upatikanaji na kiasi kilichoagizwa

TUMEJAMINI KUTOA HUDUMA BORA NA KWA ADABU

Huduma yeyote itakayo tolewa na haiambatani na viwango vilivyo wekwa hapo juu, au afisa ambaye hatawajibika kwa utoaji wa huduma bora na sahihi anapaswa kuripotiwa kwa:

Mkurugenzi Mkuu
Huduma ya Uvuvi ya Kenya (KeFS)
Jengo la NHIF, Chorofa Ya 13,
SLP 48511-00100, Nairobi Kenya.
Simu: 020 2020191
Barua pepe: info@kefs.go.ke

Katibu wa Tume/Afisa Mtendaji Mkuu, Tume ya Haki ya Utawala,
Chorofa ya 2, West End Towers, Waiyaki Way, Nairobi.
SLP 20414-00200 Nairobi
Simu: +254 (0)20 2270000/2303000
Tovuti: www.kdic.go.ke
Barua pepe: complain@ombudsman.go.ke

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