

# FISH LEVY TRUST FUND CITIZENS' SERVICE DELIVERY CHARTER



S/ No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Attending to customers: 1. Visitors Reception 2. Responding to telephone calls	<ul style="list-style-type: none"> <li>Official visit</li> <li>Formal enquiry</li> <li>Phone call</li> <li>Formal enquiry</li> </ul>	Free	Within 5 minutes on first come first served <ul style="list-style-type: none"> <li>Pick up call within 3 rings</li> <li>Direct the calls to the relevant offices</li> </ul>
2.	Written Response to Enquiry or Communication	<ul style="list-style-type: none"> <li>Letter of Enquiry or Communication Formally Received</li> <li>Email on Enquiry or Communication Formally Received</li> </ul>	Free	3 working days
3.	Advisory Services on supplementary funding	Written Enquiry or Communication	Free	3 working days
4.	Handling of public complaints	Submission of complaint through email, mail, walk-ins or phone call with relevant details	Free	<ul style="list-style-type: none"> <li>Immediate acknowledgement.</li> <li>Resolution as guided by the Commission on Administrative Justice Act</li> </ul>
5.	Access to information	<ul style="list-style-type: none"> <li>Phone call</li> <li>Visit</li> <li>Mail</li> <li>Email</li> <li>Website</li> <li>Social media</li> </ul>	Free	<ul style="list-style-type: none"> <li>10 minutes</li> <li>10 minutes</li> <li>7 days</li> <li>24 hours</li> <li>24 hours</li> <li>24 hours</li> </ul>
6.	Provision of information and procedures on training opportunities	Formal request	Free	5 working days
7.	Registration with Fish Levy Trust Fund	<ul style="list-style-type: none"> <li>Duly filled application form (FLR 1)</li> <li>Recommendation letter from BMU</li> <li>Attach a copy of ID</li> <li>KRA pin</li> </ul>	Free	5 working days
8.	Application for funds	<ul style="list-style-type: none"> <li>Register with FLTF (FLR 1)</li> <li>Submitted proposal</li> <li>Dully filled loan application form (FLR 3)</li> <li>Attach a copy of ID/Business Reg. No.</li> <li>KRA pin</li> <li>Recommendation letter from BMU</li> </ul>	Free	14 working days
9.	Conditional grant application	<ul style="list-style-type: none"> <li>Attach copies of a detailed budget proposal</li> <li>Provision of 30% contribution</li> <li>Dully filled application form (FLR 2)</li> </ul>	Free	14 working days
10.	Information on procurement	Request for information through: <ul style="list-style-type: none"> <li>Website</li> <li>Email</li> <li>Telephone calls</li> <li>Walk-in</li> </ul>	Free	According to tender requirements
11.	Processing procurement of goods and services	Attach relevant supporting documents	Free	Within 30 days
12.	Payment for goods and services	<ul style="list-style-type: none"> <li>Invoice</li> <li>Delivery note</li> <li>Attach supporting documents</li> </ul>	Free	5 working days upon receipt of the exchequer
13.	Payment of imprest and claim vouchers	<ul style="list-style-type: none"> <li>Imprest records/books</li> <li>Attach relevant documents</li> </ul>	Free	5 working days

### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good 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:

**Chief Executive Officer,**  
Fish Levy Trust Fund  
State Department for the Blue Economy and Fisheries  
Maji House, 3rd floor, Room 328,  
Ngong Road, Upperhill  
P.O. Box 30009-00100 NAIROBI  
Email info@fltf.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  
Email: feedback@ombudsman.go.ke

*HUDUMA BORA NI HAKI YAKO*