

STATE DEPARTMENT FOR BLUE ECONOMY & FISHERIES

CITIZENS' SERVICE DELIVERY CHARTER

|  MINISTRY OF MINING BLUE ECONOMY & MARITIME AFFAIRS | | | STATE DEPARTMENT FOR BLUE ECONOMY & FISHERIES | |
|---|---|--|--|---|
| S/No | Service | Requirement to obtain service | Cost of service | Timeline |
| 1. | Attending to citizens: a) Visitor reception | Official visit Self-introduction and making formal enquiry | Free | <ul style="list-style-type: none"> ➤ Within 5 minutes on first come, first served ➤ PLWD will be served immediately |
| | b) Response to telephone calls | Phone Call Self-introduction and making formal enquiry | Free | <ul style="list-style-type: none"> ➤ Pick calls within 3 rings ➤ Direct the call to the relevant offices |
| 2. | Access to information on: a) General issues | Formal request | Free | Immediate |
| | b) Technical issues | Formal request | Free | Within 5 working days |
| 3. | Handling public complaints | Submit complaint formally through email, mail, walk – in or phone call | Free | <ul style="list-style-type: none"> ➤ Immediate acknowledgement ➤ Resolution as guided by the Commission on Administrative Justice |
| 4. | Provision of information on training opportunities and promotions | <ul style="list-style-type: none"> ➤ Formal request ➤ Availability of the training opportunities/vacancies | Free | Immediately upon receiving such opportunity |
| 5. | Provision of internship & apprenticeship | Formal request | Free | Within 1 week |
| 6. | Provision of Fisheries reports, | Formal request | Free | Within 24 hours |

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| | statistics and information | | | |
| 7. | Fisheries inputs | Formal request satisfying all the conditions | Free | Within 5 days |
| 8. | Processing procurement of goods and services | Attach relevant supporting documents | Free | Within 30 Days |
| 9. | Payment of claims by service providers | Attach relevant supporting documents | Free | Within 24 hours on receipt of exchequer |
| 10. | Provision of Financial Reports | Formal request from the end user | Free | Immediate |
| 11. | Approval for Research Authorization | Formal application attaching all necessary documents | Free | Within 2 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:

Principal Secretary

State Department for the Blue Economy and Fisheries,
NHIF Building, 14th Floor, Wing B- Ngong Road,
P. O. Box 30009-00100 Nairobi,
Kenya
Telephone: +254-20- 2716103/85
E-mail: ps@blueeconomy.go.ke
Website: <https://mibema.go.ke>



@PS_Blueeconomy



State Department for Blue Economy and Fisheries



ps_blueeconomy

**The Commission Secretary/
Chief Executive Officer**

Commission on Administrative Justice
West End Towers, 2nd Floor,
Waiyaki Way, Westlands.
P. O. Box 20414-00200, NAIROBI.
Tel: +254 (0)20 22700000/ 2303000
E-mail: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO