

# KENYA FISH MARKETING AUTHORITY (KFMA) SERVICE DELIVERY CHARTER



REPUBLIC OF KENYA



**KFMA**  
Fish for Health and Wealth

SERVICES RENDERED	CUSTOMER REQUIREMENT		TIMELINE
1. Responding to enquiries through: - • Telephone • Email • Letters • Walk in	• Make call • Written request • Present him/herself at the reception	Free	• 3 rings • 24hrs • 7 days • Promptly
2. Responding to feedback/Complaints	Customer request	Free	7 days
3. Fish Markets Advisory Services	Formal request	Free	Continuous
4. Release of Fisheries Data to various publics	Formal request	Free	Immediately
5. Marketing and exhibition activities for fish and fisheries products	Partner cooperation	Free	Continuous
6. Developing/establishing strategic partnerships in the implementation of marketing activities	Partner cooperation	Free	Continuous
7. Communicating Policy changes	Customer cooperation	Free	Immediately
8. Disseminate information on fish market needs and trends	Formal request	Free	Continuous
9. Compliance with the Public Procurement and Disposal Act 2005	Formal request	Free	As per the terms of the contract
10. Submission of Performance Contract reports to the relevant government authorities	Formal request Customer cooperation	Free	Quarterly
11. Submission of Annual Financial Statements	Formal request Customer cooperation	Free	30th June
12. Disseminate information on fish market needs and trends	Formal request Customer cooperation	Free	Continuous
13. Stakeholder forums for smooth marketing of fish products	Customer cooperation	Free	Continuous

## 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  
Kenya Fish Marketing Authority,  
P.O Box 47170-00100 Museum Hill, Nairobi  
Tel: +254(0) 202716103/85  
Email: info@kfma.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)020 2270000/ 2303000  
Email: feedback@ombudsman.go.ke

***HUDUMA BORA NI HAKI YAKO***