



KENYA MARINE AND FISHERIES RESEARCH INSTITUTE (KMFRI) — SERVICE DELIVERY CHARTER —

	PRODUCTS AND SERVICES	REQUIREMENTS	COST	TIMELINES
1	Scientific information and technical advice on Blue Economy and climate change	A formal request	Free	1 week
2	Technical advice on sustainable capture fisheries	A formal request	Free	1 week
3	Mixed sex fingerling per piece	A formal request	Ksh5	1 week
4	Monosex fingerling per piece (between 1-5,000 pcs)		Ksh10	
5	Monosex fingerling per piece (5,000-10,000 pcs)		Ksh5	
6	Monosex fingerling per piece (above 10,000pcs)		Ksh3	
7	Tilapia broodstock per piece	A formal request	Ksh200	3 days
8	Catfish broodstock per piece		Ksh300	
9	Grow-out diet per kg	A formal request	Ksh100	3 days
10	Starter diet per kg		Ksh150	
11	Artemia cysts		Ksh7,000	
12	Technical advice on culture of finfish, shellfish and marine plants	A formal request	Free	2 weeks
13	Moisture content lab test	A formal request	Kshs1,500	2 weeks
14	Ash content lab test		Ksh1,500	
15	Water hardness lab test		Ksh1,000	
16	Educational visits per day	A formal request	Ksh 2,000	2 weeks

For compliments, complaints and suggestions, contact us during office hours between 8am and 4.30pm Monday to Friday (except public holidays). For any service that does not conform to the above standards, please register your concerns to:

DIRECTOR

Kenya Marine and Fisheries Research Institute,
P.O Box 81651-80100, Mombasa, Kenya
Phone: +254 208021560/1, 0712003853
Customer service: +254 202178357
Corruption prevention email: anticorruption@kmfri.co.ke
Email: director@kmfri.co.ke, kmfridirector@gmail.com
Website: www.kmfri.go.ke
Twitter: @KmfriResearch
Facebook: Kenya Marine and Fisheries Research Institute

COMPLAINTS SECRETARIAT

public_complaints@kmfri.go.ke
THE COMMISSION ON ADMINISTRATIVE JUSTICE
"Office of the Ombudsman"
2nd Floor, West End Towers Opposite Aga Khan High School,
off Waiyaki Way, Westlands
P.O. Box 20414-00200 Nairobi, KENYA
Tel: +254-20-2270000/2303000/2603765/2441211/8030666
Email: info@ombudsman.go.ke (for general inquiries)
complaints@ombudsman.go.ke (for complaints)
Toll free number: 0800 221 349



TAASISI YA UTAFITI WA BAHARI NA UVUVI YA KENYA (KMFRI)

— HATI YA HUDUMA —

	BIDHAA/HUDUMA	MAHITAJI YA WATEJA	GHARAMA/BEI	MUDA WA UTEKELEZAJI
1	Maelezo ya kisayansi na ushauri wa kitaalam kuhusu uchumi wa baharini na mabadiliko ya tabianchi	Ombi rasmi	Bila malipo	Juma moja
2	Ushauri wa kitaalamu kuhusu uvuvi endelevu	Ombi rasmi	Bila malipo	Juma moja
3	Chengo walio changanyika jinsia kwa kipande	Ombi rasmi	Ksh5	Juma moja
4	Chengo wa jinsia moja kwa kipande (kati ya kipande 1 hadi 5,000)		Ksh10	
5	Chengo wa jinsia moja kwa kipande (vipande 5,000-10,000)		Ksh5	
6	Chengo wa jinsia moja kwa kipande (zaidi ya vipande 10,000)		Ksh3	
7	Tilapia waliotengwa kwa ajili ya mbegu za kuzalisha (kwa kipande)	Ombi rasmi	Ksh200	Siku tatu
8	Kambare waliotengwa kwa ajili ya mbegu ya kuzalisha (kwa kipande)		Ksh300	
9	Lishe ya kukuza kwa kilo	Ombi rasmi	Ksh100	Siku tatu
10	Lishe ya kuanzia kwa kilo		Ksh150	
11	Lishe maalum ya artemia iliyo bora kwa ukuzaji wa samaki		Ksh7,000	
12	Ushauri wa kitaalam kuhusu ufugaji wa samaki wa kawaida na viumbe wa aina tofauti pamoja na mimea ya baharini	Ombi rasmi	Bila malipo	Majuma mawili
13	Kipimo cha kiwango cha unyevu	Ombi rasmi	Ksh1,500	Majuma mawili
14	Kipimo cha jivu		Ksh1,500	
15	Kipimo cha maji		Ksh1,000	
16	Ziara za elimu/mafunzo	Ombi rasmi	Ksh 2,000	Majuma mawili

Wasilisha pongezi, malalamishi na mapendekezo masaa ya kazi 8.30 asubuhi hadi 4.30 jioni siku za Jumatatu hadi Ijumaa (isipokuwa wakati wa sikukuu za umma). Kuhusu huduma yoyote isiyozingatia viwango vilivyotajwa hapo juu tafadhali wasilisha malalamishi yako kwa:

MKURUGENZI

Taasisi ya Bahari na Uvuvi ya Kenya,
LSP 81651-80100, Mombasa, Kenya
Simu: +254 208021560/1, 0712003853
Huduma ya wateja: +254 202178357
Uthibiti rushwa anuani ya barua pepe: anticorruption@kmfri.co.ke
Barua pepe: director@kmfri.co.ke, kmfridirector@gmail.com
Wavuti: www.kmfri.go.ke
Twitter: @KmfriResearch
Facebook: Kenya Marine and Fisheries Research Institute

AFISI YA MKAGUZI WA MALALAMISHI YA UMMA

public_complaints@kmfri.go.ke
TUME YA HAKI YA UTAWALA
"Afisi ya Mkaguzi wa Malalamishi"
Orofa ya Pili, West End Tower, eneo la
Aga Khan High School, Barabara ya Waiyaki, Westlands
SLP Box 20414-00200 Nairobi, KENYA
Simu: +254-20-2270000/2303000/2603765/2441211/8030666
Barua pepe: info@ombudsman.go.ke (kuwasilisha maswali kwa ujumla)
complaints@ombudsman.go.ke (kuhusu malalamishi)
Simu bila malipo: 0800 221 349