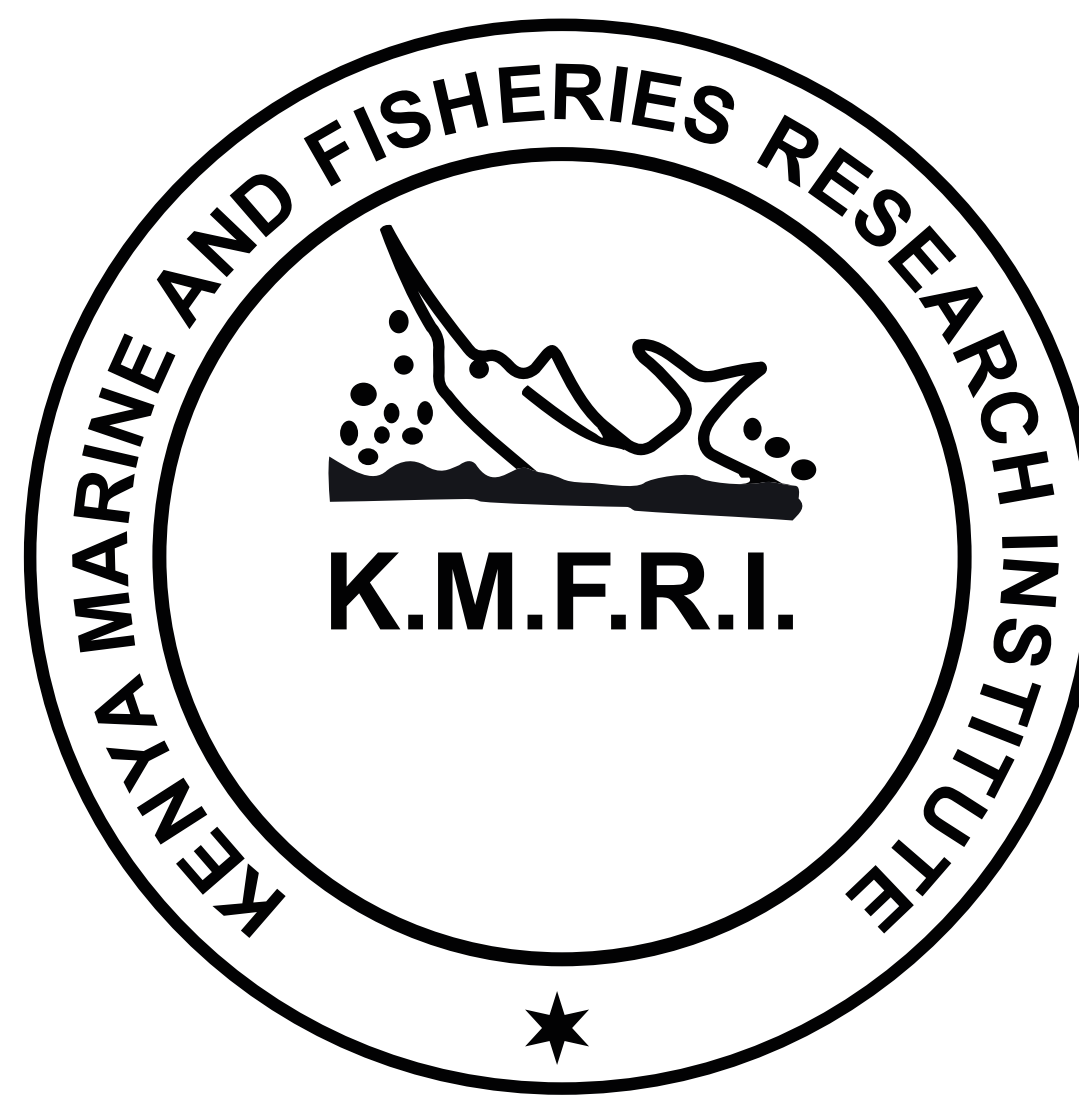




TAASISI YA UTAFITI WA BAHARI NA UVUVI YA KENYA (KMFRI)
MKATABA WA HUDUMA

	BIDHAA/HUDUMA	MAHITAJI YA WATEJA	GHARAMA/BEI	MUDA WA UTEKELEZAJI
1	Chengo waliochanganyika jinsia kwa kipande	Ombi rasmi	Sh 5	Juma moja
2	Chengo wa jinsia moja kwa kipande (kati ya kipande 1 hadi 5,000)		Sh 10	
3	Chengo wa jinsia moja kwa kipande (vipande 5,000-10,000)		Sh 5	
4	Chengo wa jinsia moja kwa kipande (zaidi ya vipande 10,000)		Sh 3	
5	Tilapia waliotengwa kwa ajili ya mbegu za kuzalisha (kwa kipande)	Ombi rasmi	Sh 250	Siku tatu
6	Kambare waliotengwa kwa ajili ya mbegu ya kuzalisha (kwa kipande)		Sh 300	
7	Lishe ya kuanzisha (40% CP) kwa kilo	Ombi rasmi	Sh 150	Siku tatu
8	Lishe yakuongeza ukuaji (35%) kwa kilo		Sh 110	
9	Vidonge vya kukuza (30%) kwa kilo		Sh 100	
10	Vidonge vya kukomaza (25%) kwa kilo		Sh 100	
11	Lishe maalum ya artemia iliyo bora kwa ukuzaji wa samaki		Sh 7,000	
12	Kipimo cha kiwango cha unyevu	Ombi rasmi	Sh 1,500	Majuma Mawili
13	Kipimo cha jivu		Sh 1,500	
14	Kipimo cha maji		Sh 1,000	
15	Maelezo ya kisayansi na ushauri wa kitaalam kuhusu uchumi wa baharini na mabadiliko ya tabianchi	Ombi rasmi	Bila malipo	Juma moja
16	Ushauri wa kitaalamu kuhusu uvuvi endelevu	Ombi rasmi	Bila malipo	Juma moja
17	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
18	Ziara za elimu/mafunzo	Ombi rasmi	Sh 2,000	Majuma Mawili

Wasilisha pongezi, malalamishi na mapendekezo saa za kazi 8.00 asubuhi hadi 5.00 jioni siku za Jumatatu hadi Ijumaa (isipokuwa wakati wa sikukuu za umma). Kuhusu huduma yoyote isiyozingatia viwango vilivyo tajwa hapo juu, tafadhali wasilisha malalamishi yako kwa:

MKURUGENZI MKUU

TAASISI YA BAHARI NA UVUVI YA KENYA,

SLP 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)

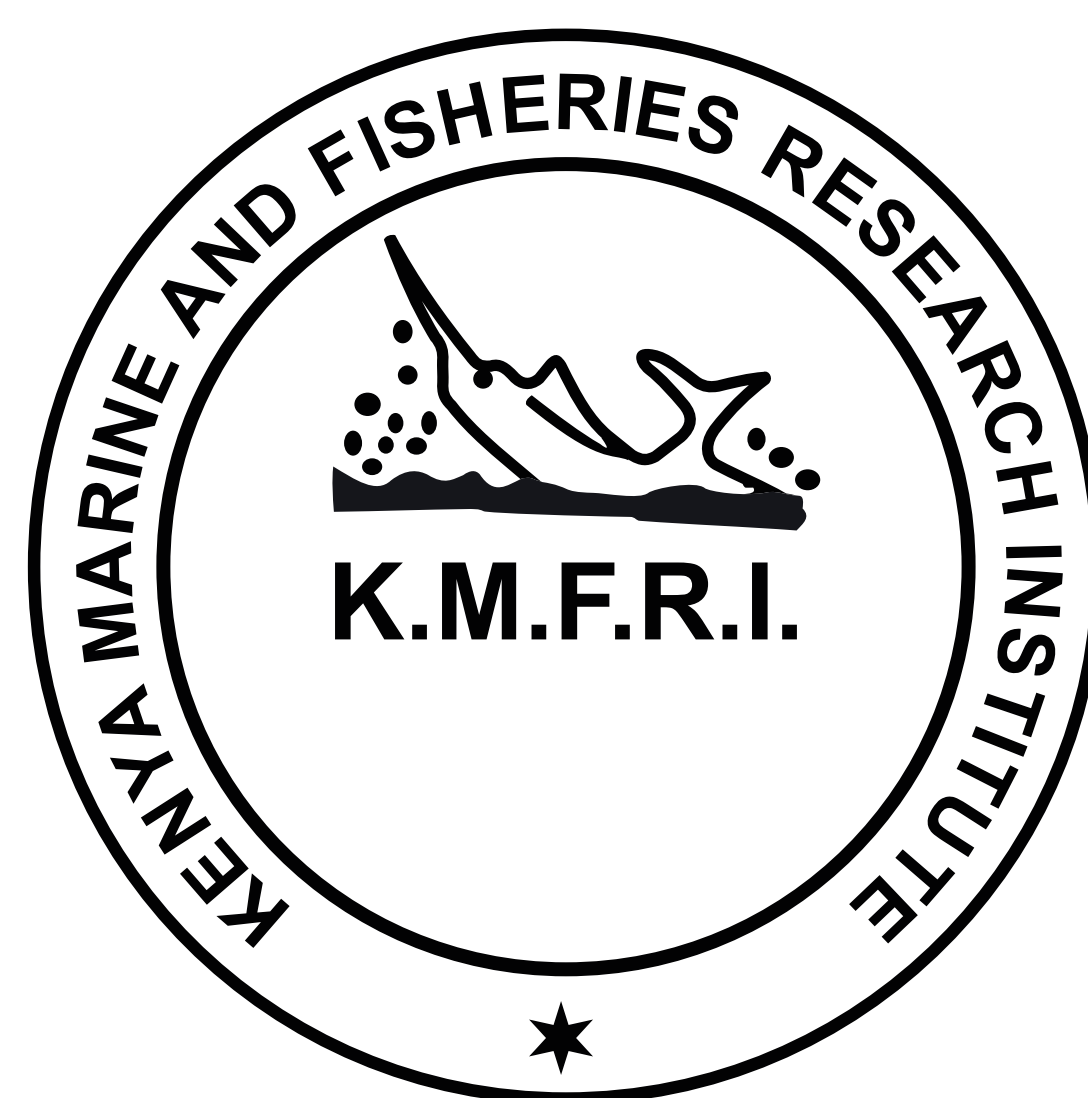
complaints@ombudsman.go.ke (kuhusu malalamishi)

Simu bila malipo: 0800 221 349

Sahihi:

Tarehe: Julai 2021

Itakaguliwa tena: Julai 2023



KENYA MARINE AND FISHERIES RESEARCH INSTITUTE (KMFRI)

SERVICE DELIVERY CHARTER

	PRODUCTS AND SERVICES	REQUIREMENTS	COST	TIMELINES
1	Mixed sex fingerling per piece	A formal request	Ksh 5	1 week
2	Monosex fingerling per piece (between 1-5,000 pcs)		Ksh 10	
3	Monosex fingerling per piece (5,000-10,000 pcs)		Ksh 5	
4	Monosex fingerling per piece (above 10,000pcs)		Ksh 3	
5	Tilapia brood stock (100 - 200g) per piece	A formal request	Ksh 250	3 days
6	Catfish brood stock (100 - 250g) per piece		Ksh 300	
7	Starter diet (40% CP) per kg	A formal request	Ksh 150	3 days
8	Pre-Grower diet (35%) per kg		Ksh 110	
9	Grower's pellet (30%) per kg		Ksh 100	
10	Finisher's pellet (25%) per kg		Ksh 100	
11	Artemia cysts		Ksh 7,000	
12	Moisture content lab test	A formal request	Ksh 1,500	2 weeks
13	Ash content lab test		Ksh 1,500	
14	Water hardness lab test		Ksh 1,000	
15	Scientific information and technical advice on Blue Economy and climate change	A formal request	Free	1 week
16	Technical advice on sustainable capture fisheries	A formal request	Free	1 week
17	Technical advice on culture of finfish, shellfish and marine plants	A formal request	Free	2 weeks
18	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 5pm Monday to Friday (except public holidays).
For any service that does not conform to the above standards, Please register your concerns to:

DIRECTOR GENERAL

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.go.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

Signed: _____

Date: July 2021

Next Review Date: July 2023