

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

MKATABA WA HUDUMA

Na	BIDHAA/HUDUMA	MAHITAJI YA WATEJA	GARAMA/BEI	MUDA WA UTEKELEZAJI
1	Chengo walio changanyika jinsia kwa kipande	Ombi rasmi	Ksh5	Juma moja
2	Chengo wa jinsia moja kwa kipande (kati ya kipande 1 hadi 5,000)		Ksh10	
3	Chengo wa jinsia moja kwa kipande (vipande 5,000-10,000)		Ksh5	
4	Chengo wa jinsia moja kwa kipande (zaidi ya vipande 10,000)		Ksh 3	
5	Chengo wa kambare kwa kipande		Ksh 10	
6	Tilapia waliotengwa kwa ajili ya mbegu za kuzalisha (kwa kipande)	Ombi rasmi	Ksh250	Siku tatu
7	Kambare waliotengwa kwa ajili ya mbegu ya kuzalisha (kwa kipande)	Ombi rasmi	Ksh300	Siku tatu
8	Lishe ya samaki iliyo sagwa aina ya unga, uzito kilo 20		Ksh3200	
9	Lishe ya samaki iliyo sagwa aina ya vidonge urefu 2mm, uzito kilo 20		Ksh2500	
10	Lishe ya samaki iliyo sagwa aina ya vidonge urefu 3mm, uzito kilo 20		Ksh2400	
11	Lishe ya samaki iliyo sagwa aina ya vidonge urefu 4mm, uzito kilo 20		Ksh 2400	
12	Lishe maalum ya artemia iliyo bora kwa ukuzaji wa samaki		Ksh7,000	
13	Kazi ya nyanjani (Upimaji wa maji nyanjani kwa kutumia chombo cha kupima ubora wa maji kinachobebeka).	Ombi rasmi	Ksh500 kwa kigezo	Siku tatu
14	Uchambuzi katika Maabara (Uchambuzi wa virutubisho)	Ombi rasmi	Ksh1,500 kwa kila kipengele	Juma moja
15	Uchambuzi wa Jeni za Masi (Utoaji wa vinasaba)		Ksh2,000	Juma moja
	Ukuzaji wa sehemu hitajika katika mnyororo wa vinasaba		Ksh1,500	Juma moja
16	Ubora wa Maji/Samaki/eneo la Viumbehai (Uchambuzi wa Kimikrobiolojia)		Ksh1,800 kwa kila kipengele	Siku tatu
	Bakteria inayoitwa <i>Escherichia coli</i>	Ksh2,000	Siku tatu	
17	ZIARA ZA ELIMU KWA SIKU			
	Mgeni 1 hadi 50	Ombi rasmi	Ksh2,000	Majuma mawili
	Wageni 51 hadi 100	Ombi rasmi	Ksh4,000	
	Wageni zaidi ya 100	Ombi rasmi	Ksh50 kwa kila mgeni	
	Ziara ya kutembelea eneo la kuhifadhi viumbe wa majini	Ombi rasmi	Ksh50 kwa kila mtu	Majuma mawili
18	Kukodisha mashua ya utafiti kwa siku	Ombi rasmi	Ksh20,000	Siku tano

TUMEJITOLEA KUHAKIKISHA UNGWANA NA UBORA KATIKA UTOAJI HUDUMA
 Huduma yoyote inayotolewa ambayo haiambatani na viwango vilivyotajwa hapo juu au afisa yeyote ambaye hafikii ahadi ya uungwana na ubora katika utoaji wa huduma anapaswa kuripotiwa 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
 Malalamishi: public_complaints@kmfri.go.ke
 Uthibiti rushwa anuani ya barua pepe: anticorruption@kmfri.co.ke
 Barua pepe: director@kmfri.go.ke, kmfridirector@gmail.com
 Wavuti: www.kmfri.go.ke
 LinkedIn: Kenya Marine and Fisheries Research Institute (KMFRI) OFFICIAL
 X: @KmfriResearch
 Facebook: Kenya Marine and Fisheries Research Institute
 YouTube: KMFRI-TV

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, 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.

KENYA MARINE AND FISHERIES RESEARCH INSTITUTE (KMFRI)

CITIZENS' SERVICE DELIVERY CHARTER

S/No	PRODUCTS AND SERVICES	REQUIREMENTS	COST	TIMELINES
1	Mixed sex fingerling per piece	A formal request	Ksh5	1 week
2	Monosex fingerling per piece (between 1-5,000 pcs)		Ksh10	
3	Monosex fingerling per piece (5,000-10,000 pcs)		Ksh5	
4	Monosex fingerling per piece (above 10,000pcs)		Ksh3	
5	Catfish fingerling per piece-		Ksh 10	
6	Tilapia brood stock (100-200g) per piece	A formal request	Ksh250	3 days
7	Catfish brood stock (100-250g) per piece		Ksh300	
8	Fish Marsh per 20kg	A formal request	Ksh3200	3 days
9	Fish pellets 2mm per 20kg		Ksh2500	
10	Fish pellets 3mm per 20kg		Ksh2400	
11	Fish pellets 4mm per 20kg		Ksh 2400	
12	Artemia cysts		Ksh7,000	
13	Field work (<i>In-situ</i> Measurement by portable water quality meter)	A formal request	Kshs500 per parameter	3 days
14	Laboratory Benchtop Analysis (Nutrient analysis)		Ksh1,500 per parameter	1 week
15	Molecular genetics Analysis (DNA extraction)		Ksh2,000	1 week
	PCR amplification		Ksh1,500	1 week
16	Water/Fish/Biota Quality (Microbiological analysis)		Ksh1,800 per parameter	3 days
	<i>Escherichia coli</i>	Ksh2,000	3 days	
17	EDUCATIONAL VISITS PER DAY			
	1-50 pax	A formal request	Ksh2,000	2 weeks
	51-100 pax	A formal request	Ksh4,000	2 weeks
	Over 100 pax	A formal request	Ksh50 per person	2 weeks
	Aquarium Tour	A formal request	Ksh50 per person	2 weeks
18	Research Vessel hire per day	A formal request	Ksh20,000	5 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:

DIRECTOR GENERAL
Kenya Marine and Fisheries Research Institute
P.O Box 81651-80100, Mombasa, Kenya
Phone: +254 208021560/1, 0712003853
Customer service: +254 202178357
PCC: public_complaints@kmfri.go.ke
Corruption prevention email: anticorruption@kmfri.go.ke
Email: director@kmfri.go.ke, kmfridirector@gmail.com
Website: www.kmfri.go.ke
LinkedIn: Kenya Marine and Fisheries Research Institute (KMFRI) OFFICIAL
X: @KmfriResearch
Facebook: Kenya Marine and Fisheries Research Institute
YouTube: KMFRI-TV

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
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complaints@ombudsman.go.ke (for complaints)
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