



REPUBLIC OF ZAMBIA

SERVICE DELIVERY CHARTER

**FOR
SAMFYA TOWN COUNCIL**

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Table of Contents

FOREWORD	iii
EXECUTIVE SUMMARY	iii
<i>1.0 PURPOSE OF THIS CHARTER</i>	1
<i>2. 0 VISION AND MISSION</i>	1
<i>2.1 VISION</i>	1
<i>2.2 MISSION</i>	1
<i>3. 0 CORE VALUES</i>	1
<i>4. 0 WHAT OUR CLIENTS SHOULD EXPECT FROM US</i>	2
<i>5.0 STANDARDS OF SERVICE DELIVERY</i>	3
<i>5.1 DEPARTMENT OF ENGINEERING SERVICES</i>	3
<i>5.2 DEPARTMENT OF LEGAL SERVICES</i>	5
<i>5.3 DEPARTMENT OF PUBLIC HEALTH SERVICES</i>	10
<i>5.4 DEPARTMENT OF PLANNING</i>	14
<i>5.5 DEPARTMENT OF COMMUNITY SERVICES</i>	18
<i>5.6 DEPARTMENT OF FISHERIES, LIVESTOCK AND VETERINARY SERVICES</i>	25
<i>6.0 OUR OTHER STANDARDS</i>	34
<i>7.0 CLIENT RIGHTS AND OBLIGATIONS</i>	34
<i>8.0 HOW TO COMPLAIN AND COMPLIMENT</i>	35
<i>9.0 FEEDBACK MECHANISM</i>	36
<i>10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE</i>	36

FOREWORD



I have the great pleasure to present the Service Delivery Charter (SDC) for Samfya Town Council. This document was formulated through a consultative process and the deliverables are standardized for all Town councils in Zambia in line with legal framework as mandated in the Local Government Act, No.2 of 2019.

The SDC is a document that will help enhance service delivery by aligning of other government Performance Management Systems, such as National Development Plans, Strategic Plans, Medium Term Expenditure Framework, and Departmental and Individual work plans and integrating these seamlessly into the overall organizational strategy.

The SDC will set and monitor explicit standards for services, ensuring that users can reasonably expect a certain level of quality against standards to enhance transparency by providing clear and accessible information about how public services are run, including costs, performance metrics, and responsible authorities.

I wish the Local Authority all the best as the institution endeavors to provide an improved, acceptable and quality service.

A handwritten signature in black ink, appearing to read 'J. Kapilila'.

James Kapilila
COUNCIL CHAIRPERSON
SAMFYA TOWN COUNCIL

EXECUTIVE SUMMARY



Samfya Town Council acknowledges the need to have a standard Service Deliver Charter (SDC) as a guiding document for the efficient and effective delivery of the service in accordance with the provisions its mandate to the satisfaction of the people of Samfya. The SDC has been developed through a wide consultation process with various stakeholders within the district.

The SDC will be reviewed every two and a half years to accommodate changes pertaining to the services being offered by the local Authority. Having the SDC in place will give a clear focus to the Local Authority especially in areas where services are much needed. It is the hope of the Authority that this document will help promote enhanced standards of services in order to meet desired needs and expectations.

This Charter has highlighted the services provided by the Local Authority in Health; Social Welfare and Community Development; Fisheries, Livestock and Veterinary Services; Development Planning; and Engineering Service. These services will be provided taking into account the time factor and costs. The aim is to provide the service in the shortest period of time at a cost effective manner. It is our hope that will attend to customer satisfaction and once again revive the much needed confidence in the Local Authority which has since been lost with time.

The SDC has also provided a Complaint and compliment System. Clients will now have a system to channel their complaint/compliment if the service has not be provided to their satisfaction or vice-visa. For us customer feedback whether positive or negative is very important as we aim to achieve ways and means of improving the service in order to serve our clients better.


Mrs. M.K Simbao
COUNCIL SECRETARY
SAMFYA TOWN COUNCIL

1.0 PURPOSE OF THIS CHARTER

The purpose of the service charter is highlighted as follows:

1. To ensure that service delivery standards are aligned with stakeholder expectation by incorporating their views.
2. To ensure a customer-centered Service Delivery that focuses on providing high-quality services that prioritize customer satisfaction and efficient resource allocation.
3. To ascertain if goal are being achieved by monitoring performance against agreed-upon service delivery standards.
4. Enhances performance by empowering Clients in exercising their rights to demand and receive excellent services, as well as motivating staff to achieve the agreed service delivery standards.
5. To enhance client awareness of the type of services that Local Authority provides
6. To ensure that feedback is considered for a more enhance service delivery.

2.0 VISION AND MISSION

2.1 VISION

“A sustainable tourism hub with quality service provision by 2030”

2.2 MISSION

“To foster integrated and sustainable development, harmonizing tourism, agriculture and aquaculture sectors to empower communities, preserve natural resource and create enriching experiences for visitors and local alike. We are committed to driving innovation, collaboration and responsible practices to propel socio-economic growth, protect biodiversity and elevate the livelihoods of all stakeholders involved.”

3.0 CORE VALUES

Samfya Town Council and its staff will ensure to operate on following core values as outlined below:

- **Integrity**

Embracing accountability for our actions, consistency, challenge poor or unfair practices, honesty, transparency and reliability in all aspects of service delivery.

- **Accountability**

Being transparent and answerable for all actions as well as being responsible to the stakeholders by effective use of the resources in the District.

- **Efficiency**

Ensuring optimum output from resources employed, by focusing on reducing waste while increasing productivity.

- **Forward-Thinking**

Strive to find innovative solutions to reduce costs, identify new ways of working, anticipating outcomes ahead of change and work with others to meet joint challenges

- **People Oriented**

Engaging with residents to listen, consider and act on their views, putting them at the centre of everything being done

- **Quality service**

Ensuring that our customers get the satisfaction by providing efficient, effective, reliable, equitable and sustainable services to the residents and the tourists visiting the District.

- **Good Governance**

To promote transparency, accountability, responsibility, fairness, comprehensiveness and democracy in the decision making processes and execution of duties.

4. 0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

Samfya Town Council will endeavor to promote enhanced standards of services to our clients in order to meet their desired needs and expectations. Thus our valued clients have the right to expect high quality services as outlined below:

- *Health Services*
- *Social Welfare and Community Development Services*
- *Fisheries, Livestock and Veterinary Services*
- *Development Planning Services; and*
- *Engineering Services*

5.0 STANDARDS OF SERVICE DELIVERY

In conformity with the law and our core values, we pledge to provide services in accordance with the following standards:-

5.1 DEPARTMENT OF ENGINEERING SERVICES

Service Type	Vital Steps	Standard of Service	Duration
1. Fire Safety Certificate			Within 7 days
Clients: Institutions	Submit Request	Within 1 day	
	Collect Quotation		
	Pay Prescribed Fees		
	Attend Training	Within 3 days	
	Collect Fire Safety Certificate	Within 3 days	
Requirements:-			
- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
2. Fire Certificate			Within 7 days
Clients: Business Owners and Institutions	Submit Application	Within 1 day	
	Witness Inspection	Within 2 days	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Collect Fire Certificate	Within 3 days	
Requirements:-			
- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
3. Fire Incidence Report			Within 7 days
Clients: Business Entities, Institutions and the General Public	Submit Request	Within 1 day	
	Witness Assessment	Within 1 day	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Collect Fire Incidence Report	Within 4 days	
Requirements:-			
- Proof of payment of prescribed fees			
- Police Report			

Service Type	Vital Steps	Standard of Service	Duration
4. Road Infringement Permit			Within 6 days
Clients: General Public	Submit Duly Completed Application Form	Within 1 day	
	Witness Assessment	Within 1 day	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Collect Road Infringement Permit	Within 3 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Construction design- Documentation of Method of Construction- Property Title/Proof Ownership (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
5. Excavation Permit			Within 5 days
Clients: Utility Companies, Institutions and the General Public	Submit Request	Within 1 day	
	Witness Assessment	Within 1 day	
	Collect Quotation and Pay Prescribed Fees	Within 1 day	
	Collect Excavation Permit	Within 2 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Sketch Plan- Reinstatement Plan- Letter of Commitment to secure excavation site- Decision letter from ZEMA (where applicable)- Clearance from utilities companies			
Service Type	Vital Steps	Standard of Service	Duration
6. Tree Cutting/Vegetation Control			Within 4 days
Clients: General Public	Submit request	Within 1 day	*Tree should be deemed to be hazardous/obstructive
	Witness Assessment	Within 1 day	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Witness Tree Cutting/Vegetation control	Within 1 day	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees			

Service Type	Vital Steps	Standard of Service	Duration
7. Road Closure Permit			Within 7 days
Clients: General Public	Submit Request	Within 1 day	*Notice of 7 days should be given to the public before the closure of the road
	Witness Inspection	Within 1 day	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Collect Road Closure Permit	Within 4 days	
Requirements: ~			
- Proof of payment of prescribed fees			
- Police Clearance			
Service Type	Vital Steps	Standard of Service	Duration
8. Pontoon Services			Within 45 Minutes
Clients: General Public, Motorists	Pay Prescribed Fees	Within 5 minutes	*Pontoon Services for essential Government Service Providers, Ambulances and Hearses will be provided immediately
	Board Pontoon	Within 30 Minutes	
	Disembark	Within 10 Minutes	
Requirements: ~			
- Proof of payment of prescribed fees			
- Proof of exemption (for exempted motorists)			

5.2 DEPARTMENT OF LEGAL SERVICES

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Marriage Certificate			<i>Within 28 days (ordinary)</i>
Clients: General Public	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	<i>Within 7 days (Special licence)</i>
	<i>Attend Counselling</i>	<i>Within 5 days</i>	
	<i>Pay Prescribed Fees</i>	<i>Within 1 days</i>	<i>*Marriage should take place within 90 days of the</i>
	<i>Attend Solemnisation Ceremony</i>	<i>Within 21 days (ordinary)</i>	
	<i>Submit Duly completed Form C</i>		

	Collect Marriage Certificate	Within 1 day (special licence)	issuance of notice
Requirements: ~ <ul style="list-style-type: none">- Two people of opposite gender- Applicant should be 18 years and above- Consent by father/mother/guardian/high court for applicants less than 21 years- Should be accompanied by at least one witness per party- Identification Documentation for the parties- Proof of payment of prescribed fees- Proof of residence- Copy of Divorce certificate/ Death Certificate of former spouse (where applicable)- Affidavit (Special licence)			
Service Type	Vital Steps	Standard of Service	Duration
2. Recommendation for Gazettion			Within 6 days
Clients: The Clergy/Places of Worship	Submit Application	Within 1 day	
	Pay Prescribed Fees		
	Collect the Recommendation	Within 5 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Proof of Ordination- Identification Documentation- Proof of ownership of the place of worship/Lease Agreement (where applicable)- Certificate of incorporation (for places of worship)			
Service Type	Vital Steps	Standard of Service	Duration
3. Liquor Licence			Within 71 days
Clients: Business Entities	Submit notice of intention of application	Within 1 day	
	Witness Inspection	Within 5 days	
	Submit Duly Completed Application Form	Within 30 days	
	Attend Interviews (where applicable)	Within 14 days	
	Pay Prescribed Fees	Within 1 day	
	Collect liquor Licence	Within 20 days	
Requirements: ~			

<ul style="list-style-type: none"> - Proof of Business Registration - Proof of payment of prescribed fees - Police report - Proof of notice in Government gazette 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
4. Extension of Trading Hours			<i>Within 4 days</i>
Clients: Liquor Traders	Submit Application	Within 1 day	
	Collect Quotation		
	Pay Prescribed Fees		
	Attend Inspection	Within 2 days	
	Collect Extension of Hours Permit	Within 1 day	
Requirements: ~ <ul style="list-style-type: none"> - Police Report - Proof of payment of prescribed fees - Valid Liquor Licence 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
5. Recommendation Letter for Land Acquisition			<i>Within 126 days</i>
Clients: General Public	Submit Application	Within 1 day	
	Collect Quotation and Pay Prescribed Fees	Within 90 days	
	Attend Interviews		
	Collect demand notice	Within 30 days	
	Pay prescribed fees		
	Collect Recommendation Letter	Within 5 days	
Requirements: ~ <ul style="list-style-type: none"> - Identification Documentation of applicant - Passport size photo - Proof of payment of prescribed fees - Certificate of Incorporation (where applicable) - Resident/Work Permit (non-Zambians) 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. Registration of Judgement/Order/Letters of Administration/Probate & other Registerable Documents (Land matters)			<i>Within 3 days</i>

Clients: Public	General	Submit application and supporting documentation	Within 1 day	
		Collect Quotation and Pay prescribed fees	Within 1 day	
		Collect Registered Document	Within 1 day	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Document to be registered				
Service Type	Vital Steps	Standard of Service	Duration	
7. Security of Land /Property Documents (Land falling within the jurisdiction of the Town Council)			Within 1 day	
Clients: Financial Institutions		Submit application	Within 1 day	
		Pay prescribed fees		
		Collect Receipt		
Requirements: ~ <ul style="list-style-type: none">- Proof of property ownership- Proof of payment of prescribed fees				
Service Type	Vital Steps	Standard of Service	Duration	
8. Placement/Removal of Caveat			Within 1 day	
Clients: General Public		Submit Duly Completed application form	Within 1 day	
		Pay prescribed fees		
		Collect Receipt		
Requirements: ~ <ul style="list-style-type: none">- Proof of Vested Interest- Proof of payment of prescribed fees				
Service Type	Vital Steps	Standard of Service	Duration	
9. Fire Arm Licence/Renewal of Fire Arm Licence			Within 1 day	
Clients: General Public		Submit Duly Completed Fire Arm Book	Within 1 day	
		Pay Prescribed Fees		
		Collect Fire Arm Licence		
Requirements: ~ <ul style="list-style-type: none">- Fire Arm Certificate- Proof of Payment				

Service Type	Vital Steps	Standard of Service	Duration
10. Occupancy Licence			Within 12 days
Clients: Applicants/ Occupants of Land in Improvement Areas	Submit Duly Completed Application Form	Within 1 day	
	Undergo Verification	Within 2 days	
	Collect Property Number	Within 1 day	
	Collect Quotation and Pay prescribed fees	Within 1 day	
	Collect Occupancy Licence	Within 7 days	
Requirements: ~ <ul style="list-style-type: none">- Proof payment of prescribed fees- Copy of NRC of property owner- Passport size photo- Attestation Letter from Councillor/WDCs/Traditional Leader- Certificate of incorporation (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
11. Occupation Certificate			Within 10 days
Clients: General Public	Submit Request	Within 1 day	
	Witness Inspection	Within 3 days	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Collect Occupation Certificate	Within 5 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Stage Inspection Certificate			
Service Type	Vital Steps	Standard of Service	Duration
1. Change of Ownership for Shops			Within 67 days
	Submit request	Within 1 day	
	Witness Inspection	Within 5 days	
	Collect Quotation and pay prescribed fees	Within 1 day	
	Collect Tenancy Agreement	Within 60 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- NRC- Tenancy Agreement			

- Contract of Sale (where applicable)

5.3 DEPARTMENT OF PUBLIC HEALTH SERVICES

Service Type	Vital Steps	Standard of Service	Duration
1. Solid Waste Collection			Within 4 days *Solid Waste will be collected on designated days within the week
Clients: General Public	Submit application	Within 1 day	
	Witness Inspection (where applicable)	Within 1 day	
	Collect Quotation	Within 1 day	
	Sign Agreement	Within 1 day	
	Pay Prescribed fees (where applicable)		
Requirements:- - Proof of payment of prescribed fees - Suitable solid waste receptacle for organic, recyclable and non-organic materials			
Service Type	Vital steps	Standard of Service	Duration
2. Bulk/Special Waste Collection			Within 5 days
Clients: Business Houses and the general public	Submit request	Within 1 day	
	Witness Assessment		
	Collect quotation, pay prescribed fees and collect receipt	Within 1 day	
	Collect Bulk/Special Waste Destruction Certificate	Within 3 days	
Requirements:- - Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
3. Certificate of Compliance (Health Permit)			Within 19 days
Clients: Business Owners	Submit Application	Within 1 day	*Certificate of Compliance (Health Permit) will be issued upon satisfying
	Pay Inspection fees (where applicable)	Within 1 day	
	Witness Inspection	Within 10 days	
	Pay prescribed fees	Within 7 days	

	Collect Certificate of Compliance (Health Permit)		provisions of the Public Health Regulations
Requirements:- <ul style="list-style-type: none">- Food Handlers Certificate (where applicable)- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
4. Burial /Cremation Permit			<i>Within 25 Minutes</i>
Clients: General Public	Submit Request	Within 5 Minutes	
	Pay Prescribed fees	Within 10 Minutes	
	Collect Burial/Cremation Permit	Within 10 Minutes	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Application for cremation with statutory declaration - form 1- Certificate of medical attendant – form 2 (where applicable)- Confirmatory medical certificate – form 3 (where applicable)- Certificate after post-mortem examination – form 4 (where applicable)- Magistrate’s certificate – form 5- Authority to cremate – form 6- Certificate for the cause of death- Brought in Dead Certificate- NRC of the deceased (where applicable) and Identification Documents for Informant			
Service Type	Vital Steps	Standard of Service	Duration
5. Exhumation of Human Remains			<i>Within 17 days</i>
Clients: General Public	Submit Request	Within 1 day	
	Present Authority to exhume Remains	Within 14 days	
	Pay prescribed fees		
	Witness Exhumation	Within 2 days	
Requirements: <ul style="list-style-type: none">- Letter of Authority to exhume remains from the Minister of Health/Magistrate- Identification Documentation for the Applicant- Medical Cause of Death- Police Report- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
6. Body Transfer /Exportation Permit			<i>Within 3 days</i>
Clients: General Public	Submit Request	Within 1 day	

	Collect Quotation		
	Pay Prescribed Fees		
	Witness Inspection	Within 2 days	
	Collect Body Transfer Permit		
Requirements: ~ <ul style="list-style-type: none"> - Proof of payment of prescribed fees - Medical Certificate of Cause of Death - NRC for both the deceased and the informant 			
Service Type	Vital Steps	Standard of Service	Duration
7. Replacement of Burial Permit			Within 5 days
Clients: General Public	Submit Request	Within 1 day	
	Collect Quotation		
	Pay Prescribed fees		
	Access Burial Site	Within 4 days	
Requirements: ~ <ul style="list-style-type: none"> - Proof of payment of prescribed fees - Burial Permit - NRC of the applicant 			
Service Type	Vital Steps	Standard of Service	Duration
8. Meat Transportation Permit			Within 1 day
Clients: General Public	Submit request	Within 1 day	
	Pay prescribed fees		
	Collect Permit		
Requirements: ~ <ul style="list-style-type: none"> - Proof of payment of prescribed fees - Transportation vehicle 			
Service Type	Vital Steps	Standard of Service	Duration
9. Food Handler's Training			Within 8 days
Clients: General Public	Submit request	Within 1 day	
	Pay prescribed fees		
	Attend Training	Within 7 days	
	Collect Certificate of Attendance		
Requirements: ~ <ul style="list-style-type: none"> - Proof of payment of prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration
10. Food Handler's Certificate			Within 3 days
Clients: General Public	Submit Request	Within 1 day	
	Collect Quotation		

	Pay Prescribed Fees		
	Collect Food Handlers Certificate	Within 2 days	
Requirements: ~ <ul style="list-style-type: none">- Medical Certificate- -Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
11. Dog Registration Certificate			Within 2 days
Clients: General Public	Submit Application	Within 1 day	
	Collect Quotation and Pay Prescribed fees	Within 1 day	
	Collect Dog Registration Certificate and Dog Tag		
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Proof of Dog vaccination status			
Service Type	Vital Steps	Standard of Service	Duration
12. Dog Elimination			Within 1 Day
Clients: General Public	Submit request	Within 1 Day	
	Pay prescribed fees		
	Witness Dog elimination		
Requirements: ~ <ul style="list-style-type: none">- Proof of ownership- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
13. Promotions/Public Gathering Permit			Within 1 day
Clients: General Public	Submit Request	Within 1 day	
	Witness Assessment		
	Collect Quotation and Pay Prescribed Fees		
	Collect Promotions/Public Gathering Permit		
Requirements: ~ <ul style="list-style-type: none">- Proof of Payment of prescribed fees- Police Clearance			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
<i>14. Disinfection/Pest and Vector Control</i>			<i>Within 5 days</i>
<i>Clients: General Public</i>	<i>Submit Application</i>	<i>Within 1 day</i>	
	<i>Witness Assessment</i>	<i>Within 2 days</i>	
	<i>Collect Quotation and Pay Prescribed Fees</i>	<i>Within 1 day</i>	
	<i>Present Premise for Disinfection/Pest and Vector Control</i>	<i>Within 1 day</i>	
<i>Requirements: ~</i>			
<i>- Proof of payment of prescribed fees</i>			

5.4 DEPARTMENT OF PLANNING

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Beacon Verification/Replacement			<i>Within 5 days</i>
Clients: <i>General Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Collect Quotation and Pay Prescribed Fees</i>		
	<i>Witness beacon verification/replace ment</i>	<i>Within 4 days</i>	
Requirements: ~ <ul style="list-style-type: none">- <i>Proof of payment of prescribed fees</i>- <i>Proof of ownership of property</i>- <i>Survey Diagram (where applicable)</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
2. Development/Variation Permit (ordinary)			<i>Within 28 days</i>
Clients: <i>General Public and Institutions</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 7 days</i>	
	<i>Collect Quotation</i>	<i>Within 20 days</i>	
	<i>Pay Prescribed Fees</i>		

	Collect Development Permit/Variation (ordinary)		
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Land Ownership Documents (where applicable)- Development Permit (For applications of variation permits)			
Service Type	Vital Steps	Standard of Service	Duration
3. Development Permit (Major Development)			Within 90 days
Clients: General Public and Institutions	Submit Duly Completed application form	Within 1 day	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Witness Inspection	Within 30 days	
	Collect Development Permit	Within 58 days	
Requirements: ~ <ul style="list-style-type: none">- Proof payment of prescribed fees- Building Plan (where applicable)- Proof of ownership- Decision Letter from Zambia Environmental Management Agency			
Service Type	Vital steps	Standard of Service	Duration
4. Demolition Permit			Within 7 days
Clients: General Public	Submit request	Within 1 day	
	Pay prescribed fees		
	Witness Inspection	Within 1 day	
	Collect Demolition Permit	Within 5 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
5. Subdivision/Consolidation of Land			Within 90 days
Clients: General Public	Submit duly completed application forms	Within 1 day	
	Collect quotation and pay Inspection Fees	Within 1 day	
	Witness Inspection	Within 5 days	
	Pay Prescribed Fees	Within 1 day	

	Collect Notification of Approval/Feedback	Within 82 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Certified Copy of Title Deed- Site Plan of proposed subdivisions- Identification Documentation- Decision Letter from Zambia Environmental Management Agency (where applicable)- Consent Letter from the Owner (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
6. Change of Land Use			Within 140 days
Clients: General Public	Submit duly completed application forms	Within 1 day	
	Collect quotation and pay Inspection Fees	Within 1 day	
	Witness Inspection	Within 3 days	
	Pay Prescribed Fees	Within 1 day	
	Receive notice of advertisement	Within 14 days	
	Collect Change of Land Use Approval	Within 120 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Certified Copy of Title Deed- Decision Letter from Zambia Environmental Management Agency (where applicable)- Site Plan reflecting the proposed change of land use- Identification Documentation			
Service Type	Vital Steps	Standard of Service	Duration
7. Recommendation Letter for Conversion of Land Tenure			Within 90 days
Clients: Institutions and General Public	Submit duly completed application forms	Within 1 day	
	Collect quotation and pay Inspection Fees	Within 1 day	
	Witness Inspection	Within 5 days	
	Pay Conversion Fees	Within 1 day	

	Collect Recommendation to Convert Land Tenure	Within 82 days	
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of fees- Site Plan endorsed by Traditional Leader- Consent Letter from the Department of Wildlife (where applicable)- Consent Letter from Traditional Leader- NRC for individuals- Identification Documentation, share capital and letters of incorporation for companies			
Service Type	Vital Steps	Standard of Service	Duration
8. Recommendation letter for modification of lay out plan			Within 92 days
Clients: General Public	Submit duly completed forms	Within 1 day	
	Pay Inspection fees		
	Witness Inspection	Within 1 day	
	Pay Modification fees	Within 90 days	
	Collect Recommendation letter		
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Proof of ownership (Certified copies of the Title Deed, Letter of Offer, Occupancy Licence, Consent Letter from the Chief for customary land, letter from owner permitting the developer to conduct works)- Proof of payment of prescribed fees- Eight copies of layout plan drawn by registered planner			
Service Type	Vital Steps	Standard of Service	Duration
9. Permit to Erect Bill Boards			Within 6 days
Clients: Business Houses and General Public	Submit request	Within 1 day	
	Witness Inspection	Within 1 day	
	Collect Quotation		
	Pay prescribed Fees		
	Sign Agreement	Within 2 days	
Collect Permit to erect Bill Board	Within 2 days		
Requirements: ~ <ul style="list-style-type: none">- Proof of payment of prescribed fees- Certificate of Registration (where applicable)			

5.5 DEPARTMENT OF COMMUNITY SERVICES

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
2. Club Registration			<i>Within 7 days</i>
Clients: <i>General Public</i>	<i>Submit Duly Completed Application Form and request</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		
	<i>Collect Certificate of Club Registration</i>	<i>Within 6 days</i>	
Requirements: - <ul style="list-style-type: none">- <i>Proof of payment of prescribed fees</i>- <i>Club Constitution</i>- <i>Recommendation Letter from Ward Development Committee/Civic Leader</i>- <i>Minutes establishing the club</i>- <i>List of all club members</i>- <i>NRCs for all club members</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
3. Council Property Lease			<i>Within 8 days</i>
Clients: - <i>General Public</i>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	
	<i>Attend Interviews</i>	<i>Within 5 days</i>	
	<i>Sign and collect Agreement and pay prescribed fees</i>	<i>Within 2 days</i>	
Requirements: - <ul style="list-style-type: none">- <i>Proof of payment of prescribed fees</i>- <i>NRC of applicant</i>- <i>Copy of Certificate of Incorporation (where applicable)</i>			

Service Type	Vital Steps	Standard of Service	Duration	
4. Skills Training			Within 4 months (short term courses)	
Clients: General Public	Submit Duly Completed Application Form	Within 1 day		
	Pay Prescribed Fees	Within 1 day (short courses) Within 10 days (long term courses)		Within 1 year, 1 month (long term courses)
		Attend Training		
	Collect Certificate	Within 1 month		
Requirements: - - Certified Copy of NRC for applicant - Proof of payment of prescribed fees				
Service Type	Vital Steps	Standard of Service	Duration	
5. Early Childhood Education			Within 3 years	
Clients: General Public	Submit Duly Completed Application Form	Within 1 day	*Certificate will be collected from Ministry of Education	
	Collect Acceptance Letter	Within 1 day		
	Pay Prescribed Fees			
	Attend Training	Within 3 years		
Requirements: - - Proof of payment of prescribed fees - Identification Documentation for parents/guardians - Under 5 Card - Contact Details for parents/guardians				
Service Type	Vital Steps	Standard of Service	Duration	
6. Library Services			Within 1 day for daily users	
	Submit/request Duly Completed Application Form	Within 1 day	Within 5 days for annual subscribers	
	Pay prescribed fees			
	Access Library			

	Collect Membership Card	Within 4 days	
Requirements: - <ul style="list-style-type: none">- Certified Copy of NRC- Proof of payment of prescribed fees- Proof of residence (where applicable)- School ID for pupils/students			
Service Type	Vital Steps	Standard of Service	Duration
7. Foster Care			Within 27 days
Clients: Zambian Citizens and Foreigners Resident in Zambia	Submit application	Within 1 day	
	Undergo Assessment	Within 7 days	
	Attend Court Sessions	Within 14 days	
	Collect Committal Order	Within 3 days	
Requirements: - <ul style="list-style-type: none">- Proof of nationality, residence and income/assets- Proof of marital status (where applicable)- Medical certificate from a Government medical facility- Police Clearance- Reference letter from a person of good standing in society			
Service Type	Vital Steps	Standard of Service	Duration
8. Adoption (Local)			Within 123 days
Clients: Zambian Citizens and Foreigners Resident in Zambia	Submit application	Within 1 day	
	Undergo counselling	Within 7 days	
	Undergo assessment		
	Undergo matching	Within 14 days	
	Attend Court Sessions	Within 14 days	
	Collect effective date of notice	Within 7 days	
	Collect Committal Order	Within 3 days	
	Undergo supervision	Within 60 days	
	Attend Court Hearing	Within 14 days	
	Collect Adoption Order	Within 3 days	
Requirements: -			

<ul style="list-style-type: none">- Copy of identification documents- Proof of applicant's official residence in Zambia, income/assets- Proof of marital status where applicable- Medical report from a Government medical facility- Police clearance- Consent from child's parent/relative/guardian where applicable- Certificate of attendance of counselling sessions			
Service Type	Vital Steps	Standard of Service	Duration
9. Adoption (Inter- Country)			Within 237 days
Clients: Non-Zambians and Zambians living abroad	Submit application	Within 1 day	
	Undergo counselling	Within 14 days	
	Receive feedback on eligibility		
	Undergo matching	Within 120 days	
	Receive feedback from matching	Within 14 days	
	Travel and Attend Court Sessions	Within 14 days	
	Collect Committal Order	Within 3 days	
	Submit duly completed form 1	Within 1 day	
	Collect effective date of notice	Within 7 days	
	Undergo supervision	Within 60 days	
	Collect Adoption Order	Within 3 days	
Requirements: - <ul style="list-style-type: none">- Copy of identification documents- Proof of residence in receiving country- Proof of income/assets- Proof of marital status where applicable- Medical report from recognised medical institution- Police clearance- Reference from a person of good standing in society who has known the applicant for at least five years- Certificate of attendance of counselling sessions			
Service Type	Vital Steps	Standard of Service	Duration
10. Shelter for survivors of Gender Based Violence (GBV) /Human Trafficking			

Clients: Survivors of GBV/human trafficking and the general public	Submit notification of suspected GBV	Within 1 day	Within 1 day
	Undergo Assessment		
	Re-locate to shelter		
Requirements: - - Identification documents (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
11. Admission to Old People's Homes			Within 28 days
Clients: Persons aged 65 years and above	Submit request	Within 1 day	
	Undergo assessment	Within 5 days	
	Relocate to home	Within 22 days	
Requirements: - - Identification documents (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
12. Bursary Recommendations			Within 5 days
Clients: School leavers	Submit request	Within 1 day	
	Undergo assessment	Within 3 days	
	Collect feedback slip	Within 1 day	
Requirements: - - Acceptance letter from tertiary institution - School results - Death Certificate of parent/guardian (where applicable) - Identification documents of applicant and parent/guardian (where applicable) - Proof of income of parent/guardian (where applicable) - Recommendation from a person of good standing in society			
Service Type	Vital Steps	Standard of Service	Duration
13. Social Assistance/Empowerment Programmes			Within 36 days
Clients: Persons aged 60 years and above, persons with disabilities, child headed household, chronically ill individuals on palliative care, victims of minor disasters, abandoned children, female	Submit request (where applicable)	Within 1 day	
	Undergo assessment	Within 5 days	
	Collect social support/Empowerme nt	Within 30 days	

headed households, Households of more than seven members, House hold with children under 5 years of age, Household headed by unemployed youths			
Requirements: - <ul style="list-style-type: none">- Identification documents- Police report (where applicable)- Medical Report (where applicable)- Disability Certificate (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
14. Child Protection Services			
Clients: Persons under the age of eighteen (18) years, members of the general public	Submit suspected child abuse report	Within 1 day	Within 25 days
	Undergo assessment		
	Relocate to secure place (where applicable)		
	Receive feedback on investigations	Within 4 days	
	Receive Referral to appropriate service provider	Within 20 days	
Requirements: - <ul style="list-style-type: none">- Provide contact details			
Service Type	Vital Steps	Standard of Service	Duration
15. Life Skills Training			Within 149 days
Clients: General public	Submit application	Within 1 day	
	Collect Acceptance	Within 20 days	
	Pay prescribed fees	Within 1 day	
	Attend lessons	Within 120 days	
	Collect Transcript of results	Within 7 days	
Requirements: - <ul style="list-style-type: none">- Prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration

16. Functional Literacy Training			Within 24 days (short term) Within 2 years, 24 days (long term)
Clients: General public	Register	Within 1 day	
	Attend Classes	Within 14 days (short term) Within 2 years (long Term)	
	Collect Certificate of achievement	Within 7 days	
Requirements: - - Nil			
Service Type	Vital Steps	Standard of Service	Duration
17. Self Help Initiatives Support			Within 33 days
Clients: Community Groups	Submit application	Within 1 day	
	Undergo Appraisal	Within 2 days	
	Receive Terms of Agreement and commence project implementation	Within 30 days	
Requirements: - - Proof of 25% materials intended for the project - Minutes of Community Group meetings - Project plan - Bill of Quantities - Certificate of registration - Provision of labour			
Service Type	Vital Steps	Standard of Service	Duration
18. Micro Credit Facility			Within 23 days
Clients: Women Entrepreneurs and Vulnerable women	Submit application	Within 1 day	
	Undergo Appraisal	Within 5 days	
	Receive feedback	Within 2 days	
	Attend training	Within 10 days	
	Collect loan	Within 5 days	
Requirements: - - Should have a cell phone - Proof of community residence - Provide social collateral - Green National Registration Card			

5.6 DEPARTMENT OF FISHERIES, LIVESTOCK AND VETERINARY SERVICES

Service Type	Vital Steps	Standard Service	of	Duration
1. Commercial Fishing Licence				Within 30 days
Clients: Commercial Fishers	Submit duly completed application form	Within 1 day		
	Pay prescribed fees	Within 1 day		
	Collect licence	Within 28 days		
Requirements: - <ul style="list-style-type: none">- Proof of payment- Duly completed application Form- Copy of previous licence- Catch returns- Copy of identification card				
Service Type	Vital Steps	Standard Service	of	Duration
2. Special Fishing Licence				Within 14 days
Clients:- General public	Submit duly completed Form XIII	Within 1 day		
	Pay prescribed fees	Within 1 day		
	Collect licence	Within 12 days		
Requirements: - <ul style="list-style-type: none">- Proof of payment- Duly completed application Form- Copy of identification card				
Service Type	Vital Steps	Standard Service	of	Duration
3. Artisanal Fishing Licence				Within 1 day
Clients: Artisanal Fishers	Make a request	Within 1 day		
	Pay prescribed fees			
	Collect licence			
Requirements: - <ul style="list-style-type: none">- Copy of previous fishing licence (for old operators/renewal)- Copy of identification card				
Service Type	Vital Steps	Standard Service	of	Duration

4. Fingerling Production and Distribution Certificate			
Clients: - Fingerling Hatcheries, Research Institutions	Submit application	Within 1 day	Within 21 days
	Attend site inspections	Within 14 days	
	Collect certificate	Within 6 days	
Requirements: - <ul style="list-style-type: none">- Environmental Impact Assessment report form Zambia Environmental Management Agency (where necessary)- Proof of ownership of land- Standard operational Plan			
Service Type	Vital Steps	Standard of Service	Duration
5. Boat Registration			Within 14 days
Clients: Commercial fishers	Submit duly completed form	Within 1 day	
	Pay prescribed fee	Within 1 day	
	Collect registration form	Within 12 days	
Requirements: - <ul style="list-style-type: none">- Valid Certificates for each boat/rig from Surveyor of Vessels- Proof of submission of fishing returns- Copy of previous fishing license (for old operators/renewal)- Proof of payment- Copy of identification card			
Service Type	Vital Steps	Standard of Service	Duration
6. Aquaculture Assessment Report			
Clients: Aquaculture farmers	Submit proposal for establishment of aquaculture facility	Within 1 day	Within 15 working days
	Witness site visit	Within 2 days	
	Collect final assessment report	Within 12 days	
Requirements: - <ul style="list-style-type: none">- Provision of Logistics for the field work (where necessary)- Proof of land ownership- Water permit from WARMA- Business plan (where necessary)			

Service Type	Vital Steps	Standard Service of	Duration
7. Aquaculture Establishment Report			
Clients: Fish Farmers	Make a request	Within 1 day	Within 31 days
	witness facility test	Within 29 days	
	Collect establishment report	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Provision of Logistics for the field work- Aquaculture Assessment Report			
Service Type	Vital Steps	Standard Service of	Duration
8. Fingerlings			Within 7 days
Clients: Fish farmers	Make a request	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Collect fingerlings	Within 5 days	
	Collect certificate of origin of fish (where applicable)		
Requirements: - <ul style="list-style-type: none">- Proof of payment of prescribed fees- Details of the location of the farm (where applicable)			
Service Type	Vital Steps	Standard Service of	Duration
9. Authority for Introduction and Translocation of Aquatic Species			Within 14 days
Clients: Aquaculture entrepreneurs, researchers, Training Institutions, and Investors	Submit application for introduction /translocation	Within 1 day	
	Collect authority	Within 13 days	
Requirements: - Detail of source and type of species			
Service Type	Vital Steps	Standard of Service	Duration
10. Import Permit for Live Animals			Within 6 days
Clients: Live Animal Importers, Farmers	Submit Application form	Within 1 day	
	Pay prescribed fees	Within 1 day	

and the General Public	Witness inspection	Within 3 days	
	Collect Permit	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Invoice/Letter of Sale- Animal Health Certificate- Laboratory Results (obtained in the last 14 days)- Breeder Certification- Quarantine Inspection Report- Vaccination Records- Duly Completed Application Form- Proof of Payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
11. Import Permit for Livestock Products			Within 10 days
Clients: Importers of Livestock Products, General Public.		Within 1 day	
	Pay prescribed fees	Within 1 day	
	Witness inspection	Within 7 days	
	Collect Permit	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Invoice/Letter of Sale- Health Certificate (from country of origin)- Laboratory Results (from country of origin)- Good Manufacturing Practice (GMP) Certificate- Duly completed Application Form- Proof of Payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
12. Import Permit for Game Trophies			Within 11 days
Clients: Taxidermists, Hunters, General Public	Submit application form	Within 1 day	
	Pay prescribed fees	Within 2 days	
	Witness inspection	Within 7 days	
	Collect Permit	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Invoice/Letter of Sale- Health Certificate- CITES Certificate- Completed Application Form- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
13. Export Permit (International Sanitary Certificate) for Live Animals			Within 4 days
Clients:	Submit application form	Within 1 day	
	Pay prescribed fees		

Farmers, Live Animal Exporters, General Public	Witness inspection	Within 2 days	
	Collect Permit	Within 1 day	
Requirements:- <ul style="list-style-type: none">- Animal Health Certificate- Laboratory Test Results- Proof of Payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
14. Export Permit (International Sanitary Certificate) for Livestock Products			Within 6 days
Clients: Exporters of Livestock Products, General Public	Submit application	Within 1 day	
	Pay prescribed fees		
	Witness inspection	Within 2 days	
	Collect Permit	Within 3 days	
Requirements: - <ul style="list-style-type: none">- Sanitary Compliance Certificate- Laboratory Test Results- Proof of Payment of Prescribed Fees			
Service Type	Vital Steps	Standard of Service	Duration
15. Export Permit (International Sanitary Certificate) for Wildlife			Within 5 days
Clients: Owners of Game Ranches, Traders in Wildlife, General Public	Submit application	Within 1 day	
	Pay prescribed fees		
	Witness inspection	Within 2 days	
	Collect Permit	Within 2 days	
Requirements: - <ul style="list-style-type: none">- CITES Certificate- Proof of payment			
Service Type	Vital Steps	Standard of Service	Duration
16. Transit Permit for Livestock and Livestock Products			Within 5 days
Clients: Traders in Livestock and Livestock Products, General Public	Submit application	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Witness inspection	Within 2 days	
	Collect Transit Permit	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Import permit from importing country- Export permit from exporting country- Duly completed Application Form- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration

17. Stock Movement Permit			Within 8 days
Clients: Owners of animals, traders and the general public	Submit application form	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Witness inspection and where applicable testing of animals	Within 5 days	
	Collect stock movement permit	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Duly completed application form- Police anti-stock theft clearance- Pay prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
18. Slaughter Permit for Immature Livestock or Pregnant Livestock			Within 3 days
Clients: Livestock owners, traders and general public	Submit application form	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Collect slaughter permit	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Avail animals- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
19. Meat Inspection Certificate			Within 3 days
Clients: Animal owners, traders and general public	Submit request	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Collect Inspection certificate	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Avail animals for inspection- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
20. Sanitary Certificate			Within 10 days
Clients: Hatchery owners, poultry farmers, general public, Owners of abattoirs and slaughter slabs, processing plants	Submit request	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Witness inspection	Within 7 days	
	Collect Test Report and Sanitary Certificate	Within 1 day	
Requirements: -			

<ul style="list-style-type: none">- Written request- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
21. Animal Health Certificate			Within 7 days
Clients: Animal owners, traders and general public	Submit request	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Collect certificate	Within 5 days	
Requirements: - <ul style="list-style-type: none">- Proof of Payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
22. Animal Identification (Brand) Certificate			Within 4 days
Clients: Owners of animals	Submit duly completed application form	Within 1 day	
	Pay prescribed fees	Within 1 day	
	collect brand certificate	Within 2 days	
Requirements: - <ul style="list-style-type: none">- Duly completed Brand Application form- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
23. Laboratory Test Report for Livestock and Wildlife Samples			Within 10 days
Clients: Livestock farmers, general public, Exporters	Submit request	Within 1 day	
	Avail animals for sampling	Within 1 day	
	Pay prescribed fees	Within 2 days	
	Collect Test Report	Within 6 days	
Requirements: - <ul style="list-style-type: none">- Duly completed sample submission form- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
24. Chemical and Toxicological Analysis Report			Within 7 days
Clients: Livestock farmers, general public	Submit duly completed form and sample	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Collect analysis report	Within 5 days	
Requirements: -			

<ul style="list-style-type: none">- Duly completed application form- Provision of the sample- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
25. Vaccines			Within 1 day
Clients: Livestock farmers, general public	Make request	Within 1 day	
	Pay prescribed fees		
	Collect the vaccines		
Requirements: - <ul style="list-style-type: none">- Formal request- Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard of Service	Duration
26. Vaccination of Livestock against Management Diseases			
Clients: Owners of animals	Make a request	Within 1 day	Within 3 days
	Pay prescribed fees	Within 1 day	
	Collect Vaccinated animal and vaccination certificate	Within 1 day	
Requirements: - <ul style="list-style-type: none">- Proof of payment of prescribed fees- Avail Animal for vaccination			
Service Type	Vital Steps	Standard of Service	Duration
27. Treatment of management diseases			Within 5 days
Clients: Owners of animals	Submit request	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Collect treatment report	Within 3 days	
Requirements: - <ul style="list-style-type: none">- Proof of payment of prescribed fees- Avail Animal for treatment- Provision of logistics (where applicable)			
Service Type			Standard of Service
28. Vaccination of Animals against diseases of National Economic Importance			Within 7 working days
Clients: Owners of animals			
Requirements:- <ul style="list-style-type: none">- Proof of payment of prescribed fees- Avail Animal for vaccination- Provision of logistics (where applicable)			

Service Type			Duration/ Frequency	
29. Scheduled Vaccination of Animals against Diseases			Refer to Statutory Instrument No. 24 of 2014	
Clients: Owners of animals				
Requirements - Avail animals for vaccination				
Service Type		Vital Steps	Standard of Service	Duration
30. Improved Livestock breeds				Within 3 days
Clients: General Public	Submit application form	Within 1 day		
	Pay prescribed fee	Within 1 day		
	Collect improved Livestock breed	Within 1 day		
Requirements - Application letter				
Service Type		Vital Steps	Standard of Service	Duration
31. Artificial Insemination				Within 10 days
Clients: Livestock farmers, NGOs	Submit application	Within 1 day		
	Pay prescribed fees	Within 1 day		
	Present animals	Within 5 days		
	Collect insemination certificate	Within 3 days		
Requirements: - - Proof of payment of prescribed fees				
Service Type		Vital Steps	Standard of Service	Duration
32. Animal Castration				Within 3 days
Clients: Livestock owners/Institutions owning Livestock	Make request	Within 1 day		
	Pay prescribed fees	Within 1 day		
	Collect castration certificate	Within 1 day		
Requirements: - - Proof of payment of prescribed fees - Provision of logistics (where necessary)				
Service Type		Vital Steps	Standard of Service	Duration
33. Fisheries and Livestock Trainings				Within 11 days
Clients: Small Scale Farmers	Make request	Within 1 day		
	Collect quotation and Pay prescribed fees			
	Attend Training	Within 10 days		
	Collect Certificate of Attendance			

Requirements
<ul style="list-style-type: none">- Written or verbal request- Proof of payment of prescribed fees

6.0 OUR OTHER STANDARDS

IF YOU CONTACT US BY TELEPHONE: ~

- Our staff will identify themselves by name and Department/Section;
- We will give clear and easy to understand advice;
- If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.

IF YOU WRITE TO US:-

- We will respond to your correspondence within five (05) working days. Our responses will clearly show our reference number, the author's name, office telephone and email address;
- If we are unable to do so, we will inform you on phone of the progress we are making and when you can expect a response.

IF YOU VISIT OUR OFFICES: ~

- You will be attended to immediately;
- You will be screened and ushered to the waiting bay;
- If you have an appointment, you will be attended to within 10 minutes of your appointment time; and
- Without an appointment, we will endeavour to attend to you within 20 minutes of your arrival.

*Our clients are encouraged to make appointments whenever possible.

7.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service delivery from us.

In this respect, you have the right to:

- Accurate information on the service you are seeking from us;
- Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;
- Be treated with courtesy and consideration in all your dealings with us;
- Receive services in the presence of a family member, friend or other person of your choice;

- Guaranteed access to our premises for persons who are differently abled;
- Protection of your personal dignity and privacy;
- Complain when you receive sub-standard services; and
- Participate in the review of this Charter.

What we expect from you:

- To treat our staff with courtesy;
- To provide accurate information when requested;
- To promptly respond to requests for information by us;
- To provide details on the next of kin (where applicable);
- To be patient with our staff as they serve you;
- Not to offer any gifts, favours or inducements to our staff or solicit the same from them; and
- To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.

8.0 COMPLAINT /COMPLIMENT MECHANISM

We encourage you to provide feedback (complaints and compliments) about our officers and services. When complaining or complimenting we ask that you adhere to the following:

- Provide personal details such as full names, phone number and address. This will enable us to respond to your complaint expeditiously.
- State clearly why you are happy or not happy with the service or conduct of our officers;
- State what you want to be rectified (if not happy); and
- Be honest, clear and without malice

Feedback can be provided via telephone, email, website and letter or in person by visiting our offices at the address given below:

**The Council Secretary,
Samfya Town Council,
P.O. Box 720007
SAMFYA.**

Telephone : +260 977 677 587

Email : emails22@samfyatowncouncil

Website : Samfyatownncouncil

Facebook : Samfyatownncouncil

*Office Hours: Monday – Friday 08:00 – 13:00 hours
14:00 – 17:00 hours*

Note: We are closed on public holidays and weekends

In order to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and substance of your complaint.

9.0 FEEDBACK MECHANISM

- We will acknowledge receipt of all complaints, compliments and suggestions;
- We will respond to your written complaints within ten (10) working days of receipt; and
- Where we are unable to provide a response within that time, we will inform you when exactly we will be able to do so.

10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE

We will continue to be transparent and accountable in the performance of our duties. To this end, we will publish information on our level of compliance with our service standards and guarantees we have made in this charter.

Specifically, we will: ~

- Report performance results against charter commitments to our clients and other stakeholders including our staff in our Annual Report;
- Publish a summary of complaints categorized by type and frequency of occurrence and what actions we took in our Annual Report.