



REPUBLIC OF ZAMBIA
MINISTRY OF LOCAL GOVERNMENT AND RURAL DEVELOPMENT

SERVICE DELIVERY CHARTER

FOR

MAFINGA TOWN COUNCIL



Prepared by:

Mafinga Town Council

May, 2024



FOREWORD

The service is a commitment to the provision of services to our clients. The service charter outlines the core service and standards of services clients should expect to receive from the local authority. The charter will not be a once-off documents but will be revised as and when needs. The charter outlines our vision, mission and values that guide in the provision of high quality service. It provides a platform where our clients can receive services effectively and efficiently from the local authority. The charter further provides a feedback mechanism to enable clients compliment the local authority or complain if the services do not meet the expected standards. I would like to urge the community to familiarize themselves with the service charter so that they are aware of the services and standards they expect from us. Further I would like to state that our community can brace for a better service delivery from the local authority.

Duncan .C. Kaonga (Mr).
COUNCIL CHAIRPERSON
MAFINGA TOWN COUNCIL

May,2024



ACKNOWLEDGEMENT

In line with the vision of the Ministry “A SMART and Value-Centered Ministry of Local Government and Rural Development.”, the Ministry has launched this client Service Delivery Charter. The Charter contains commitments on service delivery and therefore constitutes a social contract between the Ministry of Local Government and Rural Development and its clients. The Charter outlines our commitment to deliver excellent services to our clients.

It highlights our vision, mission and the values that guide in the provision of quality services. The Charter will empower you our clients to hold the Ministry of Local Government and Rural Development accountable for the quality of the services that we provide. The Charter outlines our commitments and responsibilities and also specifies the obligations of our clients in order to enable the Ministry of Local Government and Rural Development uphold service commitments. This Charter is a living document and will be revised as and when changes arise. I therefore, encourage you to challenge our staff to live up to the commitments made in this Charter.

Joseph.C. Nonde (Mr).
COUNCIL SECRETARY
MAFINGA TOWN COUNCIL

May,2024

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1.0 PURPOSE OF THIS CHARTER

- *To enhance your awareness of the type of services that Mafinga Town Council provides;*
- *To explain to you the standards of service you should expect to receive;*
- *To outline your rights and responsibilities as a client;*
- *To explain our rights and responsibilities as the Service Provider; and*
- *To explain how you can submit complaints, compliments and make suggestions about our service delivery.*

2.0 VISION AND MISSION

2.1 VISION

'To be an equitable and timebound service provider to all the clients of Mafinga District'.

2.2 MISSION STATEMENT

To provide quality and equitable service provision to all the members of the community

3.0 CORE VALUES

The enduring core values of Mafinga Town Council are:

- a) Professionalism - We exhibit competence, commitment, good judgements, conduct and behavior in promoting a positive image in the execution of our duties;*
- b) Accountability – We take responsibility for all our actions in the course of our duties;*
- c) Team work - We cooperate with others and work to the best of our abilities in the execution of our duties;*
- d) Commitment - We carry out our duties in a dedicated, efficient and effective manner;*
- e) Client Focused - We put our client first, in whatever we do;*
- f) Integrity - We conduct ourselves in a manner that is beyond reproach by being honest, trustworthy, ethical and respectful in all our actions;*
- g) Patriotism – We put the country above our personal interests in the execution of our duties;*

h) Transparency - We conduct our business and deliver our services in an open and professional manner;

i) Innovation - We are creative and embrace new ideas and techniques in service delivery.

4.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, Mafinga Town Council will strive to continuously improve the standards of the services we provide so as to meet your needs and expectations. To this end, you, our esteemed 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

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Fire Safety Certificate			<i>Within 7 days</i>
<i>Clients: Institutions</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		
	<i>Attend Training</i>	<i>Within 3 days</i>	
	<i>Collect Fire Safety Certificate</i>	<i>Within 3 days</i>	
Requirements:-			
- <i>Proof of payment of prescribed fees</i>			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
2. Fire Certificate			<i>Within 7 days</i>
Clients: <i>Business Owners and Institutions</i>	<i>Submit Application</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 2 days</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Fire Certificate</i>	<i>Within 3 days</i>	
Requirements:-			
- <i>Proof of payment of prescribed fees</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
3. Fire Incidence Report			<i>Within 7 days</i>
Clients: <i>Business Entities, Institutions and the General Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Witness Assessment</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Fire Incidence Report</i>	<i>Within 4 days</i>	
Requirements:-			
- <i>Proof of payment of prescribed fees</i>			
- <i>Police Report</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
4. Road Infringement Permit			<i>Within 6 days</i>
Clients: <i>General Public</i>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	
	<i>Witness Assessment</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Road Infringement Permit</i>	<i>Within 3 days</i>	
Requirements: -			
- <i>Proof of payment of prescribed fees</i>			
- <i>Construction design</i>			
- <i>Documentation of Method of Construction</i>			
- <i>Property Title/Proof Ownership (where applicable)</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>

5. Excavation Permit			<i>Within 5 days</i>
Clients: Utility Companies, Institutions and the General Public	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Witness Assessment</i>	<i>Within 1 day</i>	
	<i>Collect Quotation and Pay Prescribed Fees</i>	<i>Within 1 day</i>	
	<i>Collect Excavation Permit</i>	<i>Within 2 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Sketch Plan</i> - <i>Reinstatement Plan</i> - <i>Letter of Commitment to secure excavation site</i> - <i>Decision letter from ZEMA (where applicable)</i> - <i>Clearance from utilities companies</i> 			
Service Type	Vital Steps	Standard of Service	Duration
6. Tree Cutting/Vegetation Control			<i>Within 4 days</i>
Clients: General Public	<i>Submit request</i>	<i>Within 1 day</i>	<i>*Tree should be deemed to be hazardous/obstructive</i>
	<i>Witness Assessment</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Witness Tree Cutting/Vegetation control</i>	<i>Within 1 day</i>	
Requirements: -			
- <i>Proof of payment of prescribed fees</i>			
Service Type	Vital Steps	Standard of Service	Duration
7. Road Closure Permit			<i>Within 7 days</i>
Clients: General Public	<i>Submit Request</i>	<i>Within 1 day</i>	<i>*Notice of 7 days should be given to the public before the closure of the road</i>
	<i>Witness Inspection</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Road Closure Permit</i>	<i>Within 4 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Police Clearance</i> 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
8. Pontoon Services			<i>Within 45 Minutes</i>
Clients: <i>General Public, Motorists</i>	<i>Pay Prescribed Fees</i>	<i>Within 5 minutes</i>	<i>*Pontoon Services for essential Government Service Providers, Ambulances and Hearses will be provided immediately</i>
	<i>Board Pontoon</i>	<i>Within 30 Minutes</i>	
	<i>Disembark</i>	<i>Within 10 Minutes</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Proof of exemption (for exempted motorists)</i> 			

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: <i>General Public</i>	<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>*Marriage should take place within 90 days of the issuance of notice</i>
	<i>Pay Prescribed Fees</i>	<i>Within 1 days</i>	
	<i>Attend Solemnisation Ceremony</i>	<i>Within 21 days (ordinary)</i>	
	<i>Submit Duly completed Form C</i>	<i>Within 1 day (special licence)</i>	
	<i>Collect Marriage Certificate</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Two people of opposite gender</i> - <i>Applicant should be 18 years and above</i> - <i>Consent by father/mother/guardian/high court for applicants less than 21 years</i> - <i>Should be accompanied by at least one witness per party</i> - <i>Identification Documentation for the parties</i> - <i>Proof of payment of prescribed fees</i> - <i>Copy of Divorce certificate/ Death Certificate of former spouse (where applicable)</i> 			

<i>- Affidavit (Special licence)</i>			
Service Type	Vital Steps	Standard of Service	Duration
2. Recommendation for Gazetteion			<i>Within 6 days</i>
Clients: <i>The Clergy/Places of Worship</i>	<i>Submit Application</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect the Recommendation</i>	<i>Within 5 days</i>	
Requirements: -			
<ul style="list-style-type: none"> <i>- Proof of payment of prescribed fees</i> <i>- Proof of Ordination</i> <i>- Identification Documentation</i> <i>- Proof of ownership of the place of worship/Lease Agreement (where applicable)</i> <i>- Certificate of incorporation (for places of worship)</i> 			
Service Type	Vital Steps	Standard of Service	Duration
3. Liquor Licence			<i>Within 71 days</i>
Clients: <i>Business Entities</i>	<i>Submit notice of intention of application</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 5 days</i>	
	<i>Submit Duly Completed Application Form</i>	<i>Within 30 days</i>	
	<i>Attend Interviews (where applicable)</i>	<i>Within 14 days</i>	
	<i>Pay Prescribed Fees</i>	<i>Within 1 day</i>	
	<i>Collect liquor Licence</i>	<i>Within 20 days</i>	
Requirements: -			
<ul style="list-style-type: none"> <i>- Proof of Business Registration</i> <i>- Proof of payment of prescribed fees</i> <i>- Police report</i> <i>- Proof of notice in Government gazette</i> 			
Service Type	Vital Steps	Standard of Service	Duration
4. Extension of Trading Hours			<i>Within 4 days</i>
Clients: <i>Liquor Traders</i>	<i>Submit Application</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		

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

	<i>Document</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Document to be registered</i> 			
Service Type	Vital Steps	Standard of Service	Duration
7. Security of Land /Property Documents (Land falling within the jurisdiction of the Town Council)			<i>Within 1 day</i>
Clients: <i>Financial Institutions</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Receipt</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of property ownership</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
8. Placement/Removal of Caveat			<i>Within 1 day</i>
Clients: <i>General Public</i>	<i>Submit Duly Completed application form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Receipt</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of Vested Interest</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
9. Fire Arm Licence/Renewal of Fire Arm Licence			<i>Within 1 day</i>
Clients: <i>General Public</i>	<i>Submit Duly Completed Fire Arm Book</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Fire Arm Licence</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Fire Arm Certificate</i> - <i>Proof of Payment</i> 			
Service Type	Vital Steps	Standard of Service	Duration
10. Occupancy Licence			<i>Within 12 days</i>

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) 			

5.3 DEPARTMENT OF PUBLIC HEALTH SERVICES

Service Type	Vital Steps	Standard of Service	Duration
1. Solid Waste Collection			Within 4 days
Clients: General Public	Submit application	Within 1 day	*Solid Waste will be collected on designated days within the week
	Witness Inspection (where applicable)	Within 1 day	
	Collect Quotation	Within 1 day	
	Sign Agreement	Within 1 day	
	Pay Prescribed fees (where applicable)		
Requirements:-			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees - Suitable solid waste receptacle for organic, recyclable and non-organic materials 			

<i>Service Type</i>	<i>Vital steps</i>	<i>Standard of Service</i>	<i>Duration</i>
2. Bulk/Special Waste Collection			<i>Within 5 days</i>
<i>Clients: Business Houses and the general public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Witness Assessment</i>		
	<i>Collect quotation, pay prescribed fees and collect receipt</i>	<i>Within 1 day</i>	
	<i>Collect Bulk/Special Waste Destruction Certificate</i>	<i>Within 3 days</i>	
Requirements:-			
- <i>Proof of payment of prescribed fees</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
3. Certificate of Compliance (Health Permit)			<i>Within 19 days</i> <i>*Certificate of Compliance (Health Permit) will be issued upon satisfying provisions of the Public Health Regulations</i>
<i>Clients: Business Owners</i>	<i>Submit Application</i>	<i>Within 1 day</i>	
	<i>Pay Inspection fees (where applicable)</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 10 days</i>	
	<i>Pay prescribed fees</i>	<i>Within 7 days</i>	
	<i>Collect Certificate of Compliance (Health Permit)</i>		
Requirements:-			
- <i>Food Handlers Certificate (where applicable)</i>			
- <i>Proof of payment of prescribed fees</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
4. Burial /Cremation Permit			<i>Within 25 Minutes</i>
<i>Clients: General Public</i>	<i>Submit Request</i>	<i>Within 5 Minutes</i>	
	<i>Pay Prescribed fees</i>	<i>Within 10 Minutes</i>	
	<i>Collect Burial/Cremation Permit</i>	<i>Within 10 Minutes</i>	
Requirements: -			
- <i>Proof of payment of prescribed fees</i>			
- <i>Application for cremation with statutory declaration - form 1</i>			
- <i>Certificate of medical attendant – form 2 (where applicable)</i>			

- 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

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
5. Burial Space			<i>Within 2 hours 15 minutes</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit request</i>	<i>Within 5 minutes</i>	
	<i>Collect Quotation</i>	<i>Within 10 minutes</i>	
	<i>Pay prescribed</i> <i>Fees</i>		
	<i>Access Burial Space</i>	<i>Within 120 minutes</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Burial Permit</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. Burial Space Reservation			<i>Within 4 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Witness Allocation</i> <i>of burial space</i>	<i>Within 2 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed</i> <i>Fees</i>		
	<i>Sign Agreement</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
7. Exhumation of Human Remains			<i>Within 17 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Present Authority to</i> <i>exhume Remains</i>	<i>Within 14 days</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness Exhumation</i>	<i>Within 2 days</i>	
Requirements:			
<ul style="list-style-type: none"> - <i>Letter of Authority to exhume remains from the Minister of Health/Magistrate</i> - <i>Identification Documentation for the Applicant</i> 			

<ul style="list-style-type: none"> - Medical Cause of Death - Police Report - Proof of payment of prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration
8. Body Transfer /Exportation Permit			<i>Within 3 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		
	<i>Witness Inspection</i>	<i>Within 2 days</i>	
	<i>Collect Body Transfer Permit</i>		
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
9. Tombstone Installation Permit			<i>Within 1 day</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		
	<i>Collect Tombstone Installation Permit</i>		
Requirements: -			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration
10. Burial Site Identification/ Replacement of Burial Permit			<i>Within 5 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		
	<i>Pay Prescribed fees</i>		
	<i>Access Burial Site</i>	<i>Within 4 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees - Burial Permit - NRC of the applicant 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
11. Meat Transportation Permit			<i>Within 1 day</i>
<i>Clients: General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Permit</i>		
Requirements: - - <i>Proof of payment of prescribed fees</i> - <i>Transportation vehicle</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
12. Occupation Certificate			<i>Within 10 days</i>
<i>Clients: General Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 3 days</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
<i>Collect Occupation Certificate</i>	<i>Within 5 days</i>		
Requirements: - - <i>Proof of payment of prescribed fees</i> - <i>Stage Inspection Certificate</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
13. Food Handler's Training			<i>Within 8 days</i>
<i>Clients: General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Attend Training</i>	<i>Within 7 days</i>	
<i>Collect Certificate of Attendance</i>			
Requirements: - - <i>Proof of payment of prescribed fees</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
14. Food Handler's Certificate			<i>Within 3 days</i>
<i>Clients: General Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		

	<i>Collect Food Handlers Certificate</i>	<i>Within 2 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Medical Certificate</i> - <i>-Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
15. Dog Registration Certificate			<i>Within 2 days</i>
Clients: <i>General Public</i>	<i>Submit Application</i>	<i>Within 1 day</i>	
	<i>Collect Quotation and Pay Prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Dog Registration Certificate and Dog Tag</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Proof of Dog vaccination status</i> 			
Service Type	Vital Steps	Standard of Service	Duration
16. Dog Elimination			<i>Within 1 Day</i>
Clients: <i>General Public</i>	<i>Submit request</i>	<i>Within 1 Day</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness Dog elimination</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of ownership</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
17. Certification of Food for Export			<i>Within 1 day</i>
Clients: <i>General Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed fees</i>		
	<i>Witness Inspection</i>		
	<i>Collect Food Certification Report</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
18. Promotions/Public Gathering Permit			<i>Within 1 day</i>
<i>Clients: General Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	
	<i>Witness Assessment</i>		
	<i>Collect Quotation and Pay Prescribed Fees</i>		
	<i>Collect Promotions/Public Gathering Permit</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of Payment of prescribed fees</i> - <i>Police Clearance</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
19. Disinfection/Pest and Vector Control			<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>	
Requirements: -			
<ul style="list-style-type: none"> - <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>
<i>Clients: General Public</i>	<i>Submit Request</i>	<i>Within 1 day</i>	

	<i>Collect Quotation and Pay Prescribed Fees</i>		
	<i>Witness beacon verification/replacement</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> 			
Service Type	Vital Steps	Standard of Service	Duration
2. Development/Variation Permit (ordinary)			<i>Within 28 days</i>
<i>Clients: 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>		
	<i>Collect Development Permit/Variation (ordinary)</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Land Ownership Documents (where applicable)</i> - <i>Development Permit (For applications of variation permits)</i> 			
Service Type	Vital Steps	Standard of Service	Duration
3. Development Permit (Major Development)			<i>Within 90 days</i>
<i>Clients: General Public and Institutions</i>	<i>Submit Duly Completed application form</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Witness Inspection</i>	<i>Within 30 days</i>	
	<i>Collect Development Permit</i>	<i>Within 58 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof payment of prescribed fees</i> - <i>Building Plan (where applicable)</i> 			

<ul style="list-style-type: none"> - Proof of ownership - Decision Letter from Zambia Environmental Management Agency 			
<i>Service Type</i>	<i>Vital steps</i>	<i>Standard of Service</i>	<i>Duration</i>
4. Demolition Permit			<i>Within 7 days</i>
<i>Clients: General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness Inspection</i>	<i>Within 1 day</i>	
	<i>Collect Demolition Permit</i>	<i>Within 5 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
5. Subdivision/Consolidation of Land			<i>Within 90 days</i>
<i>Clients: General Public</i>	<i>Submit duly completed application forms</i>	<i>Within 1 day</i>	
	<i>Collect quotation and pay Inspection Fees</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 5 days</i>	
	<i>Pay Prescribed Fees</i>	<i>Within 1 day</i>	
	<i>Collect Notification of Approval/Feedback</i>	<i>Within 82 days</i>	
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) 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. Change of Land Use			<i>Within 140 days</i>
<i>Clients: General Public</i>	<i>Submit duly completed</i>	<i>Within 1 day</i>	

	<i>application forms</i>		
	<i>Collect quotation and pay Inspection Fees</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 3 days</i>	
	<i>Pay Prescribed Fees</i>	<i>Within 1 day</i>	
	<i>Receive notice of advertisement</i>	<i>Within 14 days</i>	
	<i>Collect Change of Land Use Approval</i>	<i>Within 120 days</i>	

Requirements: -

- *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*

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Service Type	Vital Steps	Standard of Service	Duration
7. Recommendation Letter for Conversion of Land Tenure			<i>Within 90 days</i>
Clients: Institutions and General Public	<i>Submit duly completed application forms</i>	<i>Within 1 day</i>	
	<i>Collect quotation and pay Inspection Fees</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 5 days</i>	
	<i>Pay Conversion Fees</i>	<i>Within 1 day</i>	
	<i>Collect Recommendation to Convert Land Tenure</i>	<i>Within 82 days</i>	

Requirements: -

- *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*

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Service Type	Vital Steps	Standard of Service	Duration
8. Recommendation letter for modification of lay out plan			<i>Within 92 days</i>

Clients: <i>General Public</i>	<i>Submit duly completed forms</i>	<i>Within 1 day</i>	
	<i>Pay Inspection fees</i>		
	<i>Witness Inspection</i>	<i>Within 1 day</i>	
	<i>Pay Modification fees</i>	<i>Within 90 days</i>	
	<i>Collect Recommendation letter</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>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)</i> - <i>Proof of payment of prescribed fees</i> - <i>Eight copies of layout plan drawn by registered planner</i> 			
Service Type	Vital Steps	Standard of Service	Duration
9. Permit to Erect Bill Boards			<i>Within 6 days</i>
Clients: <i>Business Houses and General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>		
	<i>Pay prescribed Fees</i>		
	<i>Sign Agreement</i>	<i>Within 2 days</i>	
	<i>Collect Permit to erect Bill Board</i>	<i>Within 2 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Certificate of Registration (where applicable)</i> 			

5.5 DEPARTMENT OF COMMUNITY SERVICES

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Club Registration			<i>Within 7 days</i>
<i>Clients: 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>
2. Council Property Lease			<i>Within 8 days</i>
<i>Clients: - 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> 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
3. Change of Ownership for Shops			<i>Within 67 days</i>
	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 5 days</i>	
	<i>Collect Quotation and pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Tenancy Agreement</i>	<i>Within 60 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>NRC</i> - <i>Tenancy Agreement</i> - <i>Contract of Sale (where applicable)</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
4. Skills Training			<i>Within 4 months (short term courses)</i>
<i>Clients: General Public</i>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>	<i>Within 1 day (short courses)</i>	<i>Within 1 year, 1 month (long term courses)</i>
		<i>Within 10 days (long term courses)</i>	
	<i>Attend Training</i>	<i>Within 3 months (short courses)</i>	
		<i>Within 12 months (long term courses)</i>	
	<i>Collect Certificate</i>	<i>Within 1 month</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Certified Copy of NRC for applicant</i> - <i>Proof of payment of prescribed fees</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
5. Early Childhood Education			<i>Within 3 years</i>
<i>Clients: General Public</i>	<i>Submit Duly Completed</i>	<i>Within 1 day</i>	
			<i>*Certificate will be</i>

	<i>Application Form</i>		<i>collected from</i>
	<i>Collect Acceptance Letter</i>	<i>Within 1 day</i>	<i>Ministry of Education</i>
	<i>Pay Prescribed Fees</i>		
	<i>Attend Training</i>	<i>Within 3 years</i>	

Requirements: -

- *Proof of payment of prescribed fees*
- *Identification Documentation for parents/guardians*
- *Under 5 Card*
- *Contact Details for parents/guardians*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. Library Services			<i>Within 1 day for daily users</i>
	<i>Submit/request Duly Completed Application Form</i>	<i>Within 1 day</i>	<i>Within 5 days for annual subscribers</i>
	<i>Pay prescribed fees</i>		
	<i>Access Library</i>		
	<i>Collect Membership Card</i>	<i>Within 4 days</i>	

Requirements: -

- *Certified Copy of NRC*
- *Proof of payment of prescribed fees*
- *Proof of residence (where applicable)*
- *School ID for pupils/students*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
7. Foster Care			<i>Within 27 days</i>
<i>Clients: Zambian Citizens and Foreigners Resident in Zambia</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Undergo Assessment</i>	<i>Within 7 days</i>	
	<i>Attend Court Sessions</i>	<i>Within 14 days</i>	
	<i>Collect Committal Order</i>	<i>Within 3 days</i>	

Requirements: -

- *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*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
8. Adoption (Local)			<i>Within 123 days</i>
Clients: <i>Zambian Citizens and Foreigners Resident in Zambia</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Undergo counselling</i>	<i>Within 7 days</i>	
	<i>Undergo assessment</i>		
	<i>Undergo matching</i>	<i>Within 14 days</i>	
	<i>Attend Court Sessions</i>	<i>Within 14 days</i>	
	<i>Collect effective date of notice</i>	<i>Within 7 days</i>	
	<i>Collect Committal Order</i>	<i>Within 3 days</i>	
	<i>Undergo supervision</i>	<i>Within 60 days</i>	
	<i>Attend Court Hearing</i>	<i>Within 14 days</i>	
	<i>Collect Adoption Order</i>	<i>Within 3 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Copy of identification documents</i> - <i>Proof of applicant's official residence in Zambia, income/assets</i> - <i>Proof of marital status where applicable</i> - <i>Medical report from a Government medical facility</i> - <i>Police clearance</i> - <i>Consent from child's parent/relative/guardian where applicable</i> - <i>Certificate of attendance of counselling sessions</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
9. Adoption (Inter- Country)			<i>Within 237 days</i>
Clients: <i>Non-Zambians and Zambians living abroad</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Undergo counselling</i>	<i>Within 14 days</i>	
	<i>Receive feedback on eligibility</i>		
	<i>Undergo matching</i>	<i>Within 120 days</i>	
	<i>Receive feedback from matching</i>	<i>Within 14 days</i>	
	<i>Travel and Attend</i>	<i>Within 14 days</i>	

	<i>Court Sessions</i>		
	<i>Collect Committal Order</i>	<i>Within 3 days</i>	
	<i>Submit duly completed form 1</i>	<i>Within 1 day</i>	
	<i>Collect effective date of notice</i>	<i>Within 7 days</i>	
	<i>Undergo supervision</i>	<i>Within 60 days</i>	
	<i>Collect Adoption Order</i>	<i>Within 3 days</i>	
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	<i>Submit notification of suspected GBV</i>	<i>Within 1 day</i>	<i>Within 1 day</i>
	<i>Undergo Assessment</i>		
	<i>Re-locate to shelter</i>		
Requirements: -			
- Identification documents (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
11. Admission to Old People's Homes			<i>Within 28 days</i>
Clients: Persons aged 65 years and above	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Undergo assessment</i>	<i>Within 5 days</i>	
	<i>Relocate to home</i>	<i>Within 22 days</i>	
Requirements: -			
- Identification documents (where applicable)			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
12. Bursary Recommendations			<i>Within 5 days</i>
Clients: School leavers	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Undergo assessment</i>	<i>Within 3 days</i>	
	<i>Collect feedback slip</i>	<i>Within 1 day</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Acceptance letter from tertiary institution</i> - <i>School results</i> - <i>Death Certificate of parent/guardian (where applicable)</i> - <i>Identification documents of applicant and parent/guardian (where applicable)</i> - <i>Proof of income of parent/guardian (where applicable)</i> - <i>Recommendation from a person of good standing in society</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
13. Social Assistance/Empowerment Programmes			<i>Within 36 days</i>
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 headed households, Households of more than seven members, House hold with children under 5 years of age, Household headed by unemployed youths	<i>Submit request (where applicable)</i>	<i>Within 1 day</i>	
	<i>Undergo assessment</i>	<i>Within 5 days</i>	
	<i>Collect social support/Empowerment</i>	<i>Within 30 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Identification documents</i> - <i>Police report (where applicable)</i> - <i>Medical Report (where applicable)</i> - <i>Disability Certificate (where applicable)</i> 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
14. Child Protection Services			
Clients: <i>Persons under the age of eighteen (18) years, members of the general public</i>	<i>Submit suspected child abuse report</i>	<i>Within 1 day</i>	<i>Within 25 days</i>
	<i>Undergo assessment</i>		
	<i>Relocate to secure place (where applicable)</i>		
	<i>Receive feedback on investigations</i>	<i>Within 4 days</i>	
	<i>Receive Referral to appropriate service provider</i>	<i>Within 20 days</i>	
Requirements: -			
<i>- Provide contact details</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
15. Life Skills Training			<i>Within 149 days</i>
Clients: <i>General public</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Collect Acceptance</i>	<i>Within 20 days</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Attend lessons</i>	<i>Within 120 days</i>	
	<i>Collect Transcript of results</i>	<i>Within 7 days</i>	
Requirements: -			
<i>- Prescribed fees</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
16. Functional Literacy Training			<i>Within 24 days (short term)</i>
Clients: <i>General public</i>	<i>Register</i>	<i>Within 1 day</i>	<i>Within 2 years, 24 days (long term)</i>
	<i>Attend Classes</i>	<i>Within 14 days (short term)</i> <i>Within 2 years (long Term)</i>	
	<i>Collect Certificate of achievement</i>	<i>Within 7 days</i>	
Requirements: -			
<i>- Nil</i>			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
17. Self Help Initiatives Support			<i>Within 33 days</i>
Clients: Community Groups	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Undergo Appraisal</i>	<i>Within 2 days</i>	
	<i>Receive Terms of Agreement and commence project implementation</i>	<i>Within 30 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of 25% materials intended for the project</i> - <i>Minutes of Community Group meetings</i> - <i>Project plan</i> - <i>Bill of Quantities</i> - <i>Certificate of registration</i> - <i>Provision of labour</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
18. Micro Credit Facility			<i>Within 23 days</i>
Clients: Women Entrepreneurs and Vulnerable women	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Undergo Appraisal</i>	<i>Within 5 days</i>	
	<i>Receive feedback</i>	<i>Within 2 days</i>	
	<i>Attend training</i>	<i>Within 10 days</i>	
	<i>Collect loan</i>	<i>Within 5 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Should have a cell phone</i> - <i>Proof of community residence</i> - <i>Provide social collateral</i> - <i>Green National Registration Card</i> 			

5.6 DEPARTMENT OF FISHERIES, LIVESTOCK AND VETERINARY SERVICES

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Fish Import and Export Permits			<i>Within 6 days</i>
Clients: Importers and exporters of fish products	<i>Apply for fish import/export permit</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 3 days</i>	
	<i>Collect permit</i>	<i>Within 2 days</i>	
Requirements: -			

<ul style="list-style-type: none"> - <i>Phytosanitary certificate from importing and exporting country</i> - <i>Proof of payment</i> - <i>Copy of identification card</i> - <i>Certificate of Incorporation (where applicable)</i> - <i>TPIN certificate</i> 				
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of</i>	<i>Duration</i>
2. Commercial Fishing Licence				<i>Within 30 days</i>
<i>Clients: Commercial Fishers</i>	<i>Submit duly completed application form</i>	<i>Within 1 day</i>		
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>		
	<i>Collect licence</i>	<i>Within 28 days</i>		
Requirements: -				
<ul style="list-style-type: none"> - <i>Proof of payment</i> - <i>Duly completed application Form</i> - <i>Copy of previous licence</i> - <i>Catch returns</i> - <i>Copy of identification card</i> 				
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of</i>	<i>Duration</i>
3. Special Fishing Licence				<i>Within 14 days</i>
<i>Clients:- General public</i>	<i>Submit duly completed Form XIII</i>	<i>Within 1 day</i>		
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>		
	<i>Collect licence</i>	<i>Within 12 days</i>		
Requirements: -				
<ul style="list-style-type: none"> - <i>Proof of payment</i> - <i>Duly completed application Form</i> - <i>Copy of identification card</i> 				
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of</i>	<i>Duration</i>
4. Artisanal Fishing Licence				<i>Within 1 day</i>
<i>Clients: Artisanal Fishers</i>	<i>Make a request</i>	<i>Within 1 day</i>		
	<i>Pay prescribed fees</i>			
	<i>Collect licence</i>			
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
5. Angling Licence			Within 1 day
Clients: General Public	Make request	Within 1 day	
	Pay prescribed fee		
	Collect Angling fishing licence		
Requirements: - Proof of citizenship (NRC/Passport)			
Service Type	Vital Steps	Standard Service	of Duration
6. 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 Service	of Duration
7. 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 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
8. Aquaculture Assessment Report			
<i>Clients:</i> <i>Aquaculture farmers</i>	<i>Submit proposal for establishment of aquaculture facility</i>	<i>Within 1 day</i>	<i>Within 15 working days</i>
	<i>Witness site visit</i>	<i>Within 2 days</i>	
	<i>Collect final assessment report</i>	<i>Within 12 days</i>	
Requirements: - <ul style="list-style-type: none"> - <i>Provision of Logistics for the field work (where necessary)</i> - <i>Proof of land ownership</i> - <i>Water permit from WARMA</i> - <i>Business plan (where necessary)</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
9. Aquaculture Establishment Report			
<i>Clients:</i> <i>Fish Farmers</i>	<i>Make a request</i>	<i>Within 1 day</i>	<i>Within 31 days</i>
	<i>witness facility test</i>	<i>Within 29 days</i>	
	<i>Collect establishment report</i>	<i>Within 1 day</i>	
Requirements: - <ul style="list-style-type: none"> - <i>Provision of Logistics for the field work</i> - <i>Aquaculture Assessment Report</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
10. Fingerlings			<i>Within 7 days</i>
<i>Clients:</i> <i>Fish farmers</i>	<i>Make a request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect fingerlings</i>	<i>Within 5 days</i>	
	<i>Collect certificate of origin of fish (where applicable)</i>		
Requirements: - <ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> 			

- Details of the location of the farm (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
11. 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
12. Import Permit for Live Animals			Within 6 days
Clients: Live Animal Importers, Farmers and the General Public	Submit Application form	Within 1 day	
	Pay prescribed fees	Within 1 day	
	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
13. 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) 			

<ul style="list-style-type: none"> - Good Manufacturing Practice (GMP) Certificate - Duly completed Application Form - Proof of Payment of prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration
14. Import Permit for Game Trophies			<i>Within 11 days</i>
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
15. Export Permit (International Sanitary Certificate) for Live Animals			<i>Within 4 days</i>
Clients: Farmers, Live Animal Exporters, General Public	Submit application form	Within 1 day	
	Pay prescribed fees		
	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
16. Export Permit (International Sanitary Certificate) for Livestock Products			<i>Within 6 days</i>
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
17. Export Permit (International Sanitary Certificate) for			<i>Within 5 days</i>

Wildlife			
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
18. 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
19. 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
20. 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
21. Meat Inspection Certificate			<i>Within 3 days</i>
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
22. Sanitary Certificate			<i>Within 10 days</i>
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
23. Animal Health Certificate			<i>Within 7 days</i>
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
24. Animal Identification (Brand) Certificate			<i>Within 4 days</i>
Clients: Owners of animals	Submit duly completed application form	Within 1 day	
	Pay prescribed fees	Within 1 day	

	<i>collect brand certificate</i>	<i>Within 2 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Duly completed Brand Application form</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
25. Laboratory Test Report for Livestock and Wildlife Samples			<i>Within 10 days</i>
Clients: <i>Livestock farmers, general public, Exporters</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Avail animals for sampling</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 2 days</i>	
	<i>Collect Test Report</i>	<i>Within 6 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Duly completed sample submission form</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
26. Chemical and Toxicological Analysis Report			
Clients: <i>Livestock farmers, general public</i>	<i>Submit duly completed form and sample</i>	<i>Within 1 day</i>	<i>Within 7 days</i>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect analysis report</i>	<i>Within 5 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Duly completed application form</i> - <i>Provision of the sample</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
27. Vaccines			<i>Within 1 day</i>
Clients: <i>Livestock farmers, general public</i>	<i>Make request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect the vaccines</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Formal request</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
28. Vaccination of Livestock against Management Diseases			
Clients: <i>Owners of animals</i>	<i>Make a request</i>	<i>Within 1 day</i>	<i>Within 3 days</i>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	

	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
29. 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
30. 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
31. Scheduled Vaccination of Animals against Diseases			Refer to Statutory Instrument No. 24 of 2014
Clients: Owners of animals			
Requirements			
<ul style="list-style-type: none"> - Avail animals for vaccination 			
Service Type	Vital Steps	Standard of Service	Duration
32. Improved Livestock breeds			Within 3 days
Clients: General Public	Submit application form	Within 1 day	
	Pay prescribed fee	Within 1 day	

	<i>Collect improved Livestock breed</i>	<i>Within 1 day</i>	
Requirements - <i>Application letter</i>			
Service Type	Vital Steps	Standard of Service	Duration
33. Artificial Insemination			<i>Within 10 days</i>
Clients: <i>Livestock farmers, NGOs</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Present animals</i>	<i>Within 5 days</i>	
	<i>Collect insemination certificate</i>	<i>Within 3 days</i>	
Requirements: - - <i>Proof of payment of prescribed fees</i>			
Service Type	Vital Steps	Standard of Service	Duration
34. Animal Castration			<i>Within 3 days</i>
Clients: <i>Livestock owners/Institutions owning Livestock</i>	<i>Make request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect castration certificate</i>	<i>Within 1 day</i>	
Requirements: - - <i>Proof of payment of prescribed fees</i> - <i>Provision of logistics (where necessary)</i>			
Service Type	Vital Steps	Standard of Service	Duration
35. Fisheries and Livestock Trainings			<i>Within 11 days</i>
Clients: <i>Small Scale Farmers</i>	<i>Make request</i>	<i>Within 1 day</i>	
	<i>Collect quotation and Pay prescribed fees</i>		
	<i>Attend Training</i>	<i>Within 10 days</i>	
	<i>Collect Certificate of Attendance</i>		
Requirements - <i>Written or verbal request</i> - <i>Proof of payment of prescribed fees</i>			

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;*
- *We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you 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.*

We ask from you the following:

- *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 HOW TO COMPLAIN AND COMPLIMENT

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

- *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.*

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

***Council Secretary,
Mafinga Town Council,
Isoka -Muyombe road
Thendele Village
P.O. Box; 440112
Mafinga, ZAMBIA***

Telephone : +260977830890

Email : Mafingatowncouncil19@gmail.com

Website : mafingacouncil.gov.zm

Facebook : Mafinga town council

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

We are closed on public holidays and weekends. However, we will attend to emergency cases at all times. The toll free number to call for emergency cases is 0974-436999

**Cemeteries are open through out the week.*

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 categorised by type and frequency of occurrence and what actions we took in our Annual Report.*