



**KENYA FISHING INDUSTRIES CORPORATION  
LIWATONI FISHERIES COMPLEX  
P.O BOX 99775-80107  
MOMBASA**

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**REVISED KFIC SERVICE CHARTER AND TARIFF CHARGES.**

**AUGUST, 2023**

**KENYA FISHING INDUSTRIES CORPORATION**



## CITIZEN'S SERVICE CHARTER

Kenya Fishing Industries Corporation (KFIC), is a state corporation body established under the State Corporation Act No. 446, Legal Notice No. 214 of 2018 and addendum 110 of 2020 of the Laws of Kenya.

**Mandate:** To exploit fishery resources in the Kenya fishery waters and high seas by promoting establishment and efficiency of businesses engaged in the fishing and fishing related activities

NO.	SERVICES	REQUIREMENT	COST	TIMELINE
1.	<b>CUSTOMER CARE SERVICE.</b>			
	<b>i. Responding to enquiries.</b>			
	a. Telephone	Make call	Free	3 rings
	b. Email	Written request	Free	24hrs
	c. Letters	Written request	Free	7 days

d. Walk in	Present him/herself at the reception	Free	3 minutes on arrival
ii. Responding to feedback/Complaints.	Customer request	Free	Within 7 days

2.

**FISHERIES/FISHING REQUEST, SUPPORT AND INFORMATION.**

i. Fish Processing Advisory Services	Formal Request	Free	15 minutes
ii. Release of Fisheries Data to various public and other institutions.	Formal Request	Free	30 minutes
iii. Marketing and exhibitions activities for fish and fish products	Partner cooperation	Free	Continuous
iv. Communicating Policy changes	Customer cooperation	Free	Immediately
v. Disseminate information on fish products	Formal Request	Free	Continuous
vi. Compliance with the Public Procurement and Disposal Act 2005	Contractual agreements	Free	As per the* terms of contract
vii. Submission of Performance Contract reports to the relevant government authorities	Requirement	Free	Quarterly and Annually
viii. Submission of Annual Financial Statements	Requirement	Free	30th September
ix. Stakeholder and interagency forums for smooth processing of fish products	Customer Cooperation	Free	Semi- Annual

3.

**VESSEL DOCKING AND RELATED SERVICES**

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<b>a. Docking Charges</b>			
i. Locally operated vessels of 21M and above docking to load or offload fish, provisions that include fuel, water, food, any other fish handling accessory and crew change	Formal request	\$50.00/day	The first 7 days
ii. Locally operated vessels of 21 M and above docking for any other service other than (i) above	Formal request	\$100.00/day	Continuous
iii. Foreign vessels docking	Formal request	\$100/day	After 7 days
iv. Docking fishing Boats of less than 21 Tonnes	Formal request and controlled access	\$200/day	Continuous
v. Forklift/Crane accessing the Jetty	Formal request	Free	3 days
vi. Water supply from a truck	Formal request	\$4.5	After 3 days
vii. Electricity supply to vessels	Formal request	\$30 per day	Continuous
viii. Provision of electricity to container	Formal request	\$15./metric ton	Continuous
ix. Sale of Flake ice	Formal request	\$15 standard Kw/h plus 20% commission	Hours of consumption
x. Salt handling	Formal request	\$5.00/hour	Continuous
xi. Cleaning storage tanks	Formal request	\$350/ton	Working Hours
xii. Overall security charge	Formal request	\$7.00/ton	Working Hours
xiii. Storage of loose equipment in Containerized storage 20ft by 8, 40 ft by 8	As per tariffs	\$160.00/tank	Continuous
	As per tariffs	\$50.00/day (as per tariff)	Daily
	As per tariffs	\$30/40ft con/day \$15/20ft con/day	First 10 days

				\$35/40ft con/day	After 10days
xiv. Garbage collection vehicle jetty access fee	Customer cooperation			\$20/20ft con/day	
<b>b. Hiring of equipment's /facilities.</b>					
i. Crane / Fork lift rental	Formal request			\$55.00/hour	Continuous
ii. Crane 29 ton	Formal request			\$140.00/hour	Continuous
iii. Crane 30 tons	Formal request			\$280.00/hour	Continuous
iv. Parking fees	Formal request			\$ 2 per day	First 24 hours free
1. trucks,				\$4 per day less than 20 tons	
2. forklifts				\$ 10 per day above 20 tons	
3. cranes					
<b>c. Quay charges.</b>					
i. Quay rent	As per tariffs			\$5.00/M <sup>2</sup> /day	First three days free Daily
<b>4. COLD STORAGE SERVICES</b>					
i. Storage in cold rooms and reefer containers	Formal Request			\$15.00/ton/day \$20.00/ton/day	The first 15 days After 15 days
<b>5. FISH HANDLING CHARGES.</b>					

	i. Fish offloading	Formal request.	\$18.00/ton for vessels less than 10 metric tons \$200.00/container for vessels over 10 metric tons	Continuous

**STEVEDORING – CONTAINERIZED CARGO**

6.	i. Transshipment containers	Formal Request	\$80 for 20ft containers \$120 for 40ft containers	Per day
	ii. Empty containers	Formal Request	\$10 for 20ft containers \$15 for 40ft containers	Per day
	iii. Transshipment and stuffing fish	Formal request	\$200.00/container	Continuous

**ACCESS AND HIRE OF CONFERENCE ROOMS**

7.	<b>ACCESS AND HIRE OF CONFERENCE ROOMS</b>			
	i. Hiring of conference facility	Formal request	KSH: 3000 Per Person Per Day	Per day
	ii. Hire of Hall Only	Formal request	KSH: 1500 Per Person Per Day	Per day
	iii. Entry biometric card for individual persons	Formal request	\$ 20 per year per person	Continuous
	iv. Personal Vehicles parking	Formal request	Free for card holders and \$3 for non-card holder	per day
	v. Vehicle accessing the jetty	Formal request	\$ 15 for less 10 tons , \$30 above 10 tons	continuous

**“COMMITTED TO COURTESY AND QUALITY SERVICE DELIVERY”**

**For compliments, complains and suggestions, please contact us through;**

**Kenya Fishing Industries Corporation**

**Liwatomi Fisheries Complex**

**P. O. Box 99775-80107 Kilindini, Mombasa, Kenya**

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