

KENYA FISHING INDUSTRIES CORPORATION



**LIWATONI FISHERIES COMPLEX
P.O BOX 99775-80107
MOMBASA**

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REVISED KFIC SERVICE CHARTER AND TARIFF CHARGES.

JULY 2025

KENYA FISHING INDUSTRIES CORPORATION



CITIZEN'S SERVICE CHARTER

Kenya Fishing Industries Corporation (KIFIC), 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.	CUSTOMER CARE SERVICE.			
	i. Responding to enquiries.			
	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			
	a. Docking Charges			
	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 \$100/day	The first 7 days After 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	\$ 200/day	Continuous
	iv. Docking fishing Boats of less than 21	Formal request and controlled access	Free \$ 4.5	3 days After 3 days
	v. Forklift/Crane accessing the Jetty	Formal request	\$30 per day	Continuous
	vi. Electricity supply to vessels	Formal request	39 Kshs per kWh	Daily Consumption
	vii. Provision of electricity to container	Formal request	39 Kshs per kWh	Daily Consumption
	viii. Sale of Flake ice	Formal request	KSH 10/kg	Working Hours
	ix. Sale of Fresh water	Formal request	KSH 700 per 1000 L	Working Hours
	x. Storage of loose equipment in Containerized storage 20ft by 8, 40 ft by 8	As per tariffs	\$10.00 per 20ft container \$15.00 per 40ft container	Continuous
	xi. Garbage collection vehicle jetty access fee	Customer cooperation	\$10.00/entry	Continuous
	b. Hiring of equipment's /facilities.			
	i. Hire of storage space at warehouse	Formal request	KSH 25 Per square ft. Per Day	Continuous
	ii. Parking fees 1. trucks, 2. forklifts 3. cranes	Formal request	\$ 2 per day Per truck \$4 per day less than 20 tons \$ 10 per day above 20 tons	Daily
	c. Quay charges.			
	i. Quay rent	As per tariffs	\$5.00/M ² /day	Daily
4.	COLD STORAGE SERVICES			
	i. Storage in cold rooms and reefer containers	Formal Request	\$5.00/ton/day	Continuous

5.	FISH HANDLING CHARGES.			
	i. Fish offloading	Formal request.	\$20.00/ton	Continuous
6.	STEVEDORING – CONTAINERIZED CARGO			
	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
7.	ACCESS AND HIRE OF CONFERENCE ROOMS			
	i. Hiring of conference facility	Formal request	KSH: 1500 Per Person Per Day	Per day
	ii. Hire of Hall Only	Formal request	KSH: 500 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	\$2 for Vehicle less than 5 tones \$ 10 for Vehicle between 6-10 tones \$ 20 Vehicle above 10 tons	continuous

“COMMITTED TO COURTESY AND QUALITY SERVICE DELIVERY”

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

Kenya Fishing Industries Corporation

Liwatoni Fisheries Complex
P. O. Box 99775-80107
Kilindini, Mombasa, Kenya

Email: info@kfic.go.ke

Website: <http://www.kfic.go.ke>

Office lines: 0742407768 or 0786331616

Prepared for the Board by;

Sign..........Date 15/07/25

Dr. Mikah O. Nyaberi PhD,
Ag. Chief Executive Officer.

Approved on behalf of the Board of Directors;

Sign..........Date 15/07/2025

Hon. Kadhua Jimmy Kahindi,
Chairman of the Board of Directors.