



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

Tel: 254-742407768/0786331616

Email: info@kfic.co.ke

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.	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

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

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

	xiv. Garbage collection vehicle jetty access fee	Customer cooperation	\$35/40ft con/day \$20/20ft con/day \$10.00/entry	After 10days Continuous	
	b. Hiring of equipment's /facilities.				
	i. Crane / Fork lift rental	Formal request	\$55.00/hour	Continuous	
	ii. Crane 29 ton	Formal request	\$140.00/hour	Continuous	
	iii. Hiring of conference facility	Formal request	\$30/day	24 hour	
	iv. Crane 30 tons	Formal request	\$280.00/hour	Continuous	
	v. Parking fees 1. trucks, 2. forklifts 3. cranes	Formal request	\$ 2 per day \$4 per day less than 20 tons \$ 10 per day above 20 tons	First 24 hours free	
	c. Quay charges.				
	i. Quay rent	As per tariffs	\$5.00/M ² /day	First three days free Daily	

4.

COLD STORAGE SERVICES

	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	

5.

FISH HANDLING CHARGES.

	i. Fish offloading	Formal request.	Continuous
		\$18.00/ton for vessels less than 10 metric tons \$200.00/container for vessels over 10 metric tons	
6.	STEVEDORING – CONTAINERIZED CARGO		
	Transshipment containers	Formal Request	Per day
	Empty containers	Formal Request	Per day
	Transshipment and stuffing fish	Formal request	Continuous
7.	ACCESS AND HIRE OF CONFERENCE ROOMS		
	Hire of Hall	Formal request	Continuous
	Entry biometric card for individual persons	Formal request	Continuous
	Personal Vehicles parking	Formal request	per day
	Vehicle accessing the jetty	Formal request	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: liwatonifisheriescomplex@gmail.com

Website: <http://www.kenyafishingindustries.kilimo.go.ke>

Office lines: 0742407768 or 0786331616

Working Days and Hours:

Mombasa: 7.45 am - 5.00 pm Monday – Friday; Saturday 9.00 am - 4.00pm

COMPLAINT SECRETARIATE.

THE COMMISSION ON ADMINISTRATIVE JUSTICE
2nd Floor, West End Towers

Opposite Aga Khan High School off Waiyaki Way – Westlands
P.O. Box 20414 – 00200

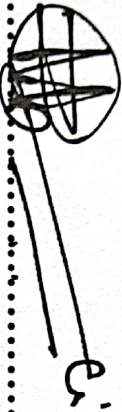
NAIROBI.

Tel: +254-20-2270000/2303000/2603765/2409574/0777 125818 / 0800221349 (Toll free)

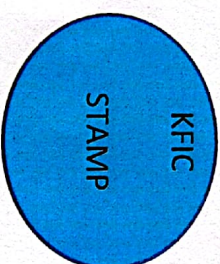
Email: info@ombudsman.go.ke33e

Prepared by Ag. Chief Executive Officer/KFIC - Secretary KFIC BOD.

Dr. Mikah O. Nyaberi PhD


Signature.......... Date.....21/06/2023.....

STAMP:



Approved by Chairman of the Board-KFIC.

Name: Mr. John G. Msafari, FICS, CRG (Gambia)

Signature.......... Date.....21/06/2023.....