REPUBLIC OF ZAMBIA

SERVICE DELIVERY CHARTER

FOR

KATETE TOWN COUNCIL

Prepared by:

Katete Town Council
KATETE

April, 2025

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FOREWORD

In this Service Charter, we embark on a journey together, one defined by a mutual commitment to excellence, transparency, and respect. It serves as our beacon, guiding us through the shared expectations and responsibilities that shape our path forward. Within these pages lies not just policies and procedures, but a testament to our dedication to serving you with integrity and passion. As we turn this charter into action, we invite you to join us in a partnership that transcends the ordinary, fostering an environment where excellence is not just pursued but achieved.

Kate Leo Mukonde
COUNCIL SECRETARY

1.0 PURPOSE OF THIS CHARTER

- *To enhance your awareness of the type of services that Katete 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

A climate-resilient district that is economically prosperous, and anchored on sustainable use of local resources.

2.2 MISSION

To provide quality and cost-effective services through active community engagement, participation, and dialogue

3.0 CORE VALUES

The enduring core values of Katete Town Council are:

1. *Integrity: Upholding honesty, transparency, and ethical conduct in all endeavours.*
2. *Service Excellence: Striving for exceptional quality and efficiency in service delivery.*
3. *Community Collaboration: Fostering partnerships and engaging with stakeholders for inclusive development.*
4. *Accountability: Taking responsibility for actions and decisions, ensuring trust and reliability.*
5. *Innovation: Embracing creativity and adaptability to meet evolving needs and challenges.*
6. *Respect: Valuing diversity, dignity, and rights, while treating all individuals with fairness and courtesy."*

4. 0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, Katete 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

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: - - *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,*	*Submit Request*	*Within 1 day*	
	Witness Assessment	*Within 1 day*	

Institutions and the General Public	*Collect Quotation and Pay Prescribed Fees*	*Within 1 day*	
	Collect Excavation Permit	*Within 2 days*	
Requirements: - - *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 6 days* **Tree should be deemed to be hazardous/obstructive*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Witness Assessment	*Within 1 day*	
	Collect Quotation	*Within 1 day*	
	Pay Prescribed Fees		
	Witness Tree Cutting/Vegetation control	*Within 3 day*	
Requirements: - *- Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Road Closure Permit			*Within 7 days* **Notice of 7 days should be given to the public before the closure of the road*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	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*			

5.2 DEPARTMENT OF LEGAL SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Marriage Certificate			*Within 28 days (ordinary)* *Within 7 days (Special licence)* **Marriage should take place within 90 days of the issuance of notice*
Clients: *General Public*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Attend Counselling	*Within 5 days*	
	Pay Prescribed Fees	*Within 1 days*	
	Attend Solemnisation Ceremony	*Within 21 days (ordinary)* *Within 1 day (special licence)*	
	Submit Duly completed Form C		
	Collect Marriage Certificate		
Requirements: - - *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* - *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: - - *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: - - *Proof of Business Registration* - *Proof of payment of prescribed fees* - *Police report* - *Proof of notice in Government gazette*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Extension of Trading Hours			*Within 5 days*
Clients: *Liquor Traders*	*Submit Application*	*Within 1 day*	
	Collect Quotation		
	Pay Prescribed Fees		
	Attend Inspection	*Within 2 days*	
	Collect Extension of Hours Permit	*Within 2 day*	
Requirements: - - *Police Report* - *Proof of payment of prescribed fees* - *Valid Liquor Licence*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Recommendation Letter for Land Acquisition			*Within 136 days*
Clients: *General Public*	*Submit Application*	*Within 1 day*	
	Collect Quotation and Pay Prescribed Fees	*Within 100 days*	
	Attend Interviews		
	Collect demand notice	*Within 30 days*	
	Pay prescribed fees		
	Collect Recommendation Letter	*Within 5 days*	

Requirements: -

- *Identification Documentation of applicant*
- *Passport size photo*
- *Proof of payment of prescribed fees*
- *Certificate of Incorporation (where applicable)*
- *Resident/Work Permit (non-Zambians)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Registration of Judgement/Order/Letters of Administration/Probate & other Registrable Documents (Land matters)			*Within 4 days*
Clients: *General Public*	*Submit application and supporting documentation*	*Within 1 day*	
	Collect Quotation and Pay prescribed fees	*Within 1 day*	
	Collect Registered Document	*Within 2 day*	

Requirements: -

- *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 3 days*
Clients: *Financial Institutions*	*Submit application*	*Within 3 day*	
	Pay prescribed fees		
	Collect Receipt		
Requirements: - - *Proof of property ownership* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Placement/Removal of Caveat			*Within 3 days*
Clients: *General Public*	*Submit Duly Completed application form*	*Within 1 day*	
	Pay prescribed fees	*Within 2 days*	
	Collect Receipt		
Requirements: - - *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 2 days*
Clients: *General Public*	*Submit Duly Completed Fire Arm Book*	*Within 2 days*	
	Pay Prescribed Fees		
	Collect Fire Arm Licence		
Requirements: - *- Fire Arm Certificate* *- Proof of Payment*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
10. Occupancy Licence			*Within 16 days*
Clients: *Applicants/ Occupants of Land in Improvement Areas*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Undergo Verification	*Within 5 days*	

	Collect Property Number	*Within 1 day*
	Collect Quotation and Pay prescribed fees	*Within 2 days*
	Collect Occupancy Licence	*Within 7 days*

Requirements: -

- *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 HEALH SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Solid Waste Collection			*Within 5 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 2 days*	
	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* **Certificate of Compliance (Health Permit) will be issued upon satisfying provisions of the Public Health Regulations*
Clients: *Business Owners*	*Submit Application*	*Within 1 day*	
	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)		

Requirements:-

- *Food Handlers Certificate (where applicable)*
- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Burial /Cremation Permit			*Within 45 Minutes*
Clients: *General Public*	*Submit Request*	*Within 5 Minutes*	
	Pay Prescribed fees	*Within 10 Minutes*	
	Collect Burial/Cremation Permit	*Within 30 Minutes*	

Requirements: -

- *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. Burial Space			*Within 2 hours 15 minutes*
Clients: *General Public*	*Submit request*	*Within 5 minutes*	
	Collect Quotation	*Within 10 minutes*	
	Pay prescribed Fees		
	Access Burial Space	*Within 120 minutes*	
Requirements: -			

- *Proof of payment of prescribed fees*
- *Burial Permit*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Burial Space Reservation			*Within 5 days*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	Witness Allocation of burial space	*Within 3 days*	
	Collect Quotation	*Within 1 day*	
	Pay Prescribed Fees		
	Sign Agreement		
Requirements: -			

- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Exhumation of Human Remains			*Within 17 days*
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:

- *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***
8. Body Transfer /Exportation Permit			*Within 3 days*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	Collect Quotation		
	Pay Prescribed Fees		
	Witness Inspection	*Within 2 days*	
	Collect Body Transfer Permit		

Requirements: -

- *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			*Within 2 days*
Clients: *General Public*	*Submit Request*	*Within 2 days*	
	Collect Quotation		
	Pay Prescribed Fees		
	Collect Tombstone Installation Permit		

Requirements: -

- Proof of payment of prescribed fees

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
10. Burial Site Identification/ 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: -

- *Proof of payment of prescribed fees*
- *Burial Permit*
- *NRC of the applicant*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
11. Meat Transportation Permit			*Within 1 day*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect Permit		

Requirements: -

- *Proof of payment of prescribed fees*
- *Transportation vehicle*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
12. Occupation Certificate			*Within 12 days*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	Witness Inspection	*Within 5 days*	
	Collect Quotation	*Within 1 day*	
	Pay Prescribed Fees		
	Collect Occupation Certificate	*Within 5 days*	

Requirements: -

- *Proof of payment of prescribed fees*
- *Stage Inspection Certificate*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
13. 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: - *- Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
14. Food Handler's Certificate			*Within 4 days*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	Collect Quotation		
	Pay Prescribed Fees		
	Collect Food Handlers Certificate	*Within 3 days*	
Requirements: - *-* *Medical Certificate* *- -Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
15. 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: - - *Proof of payment of prescribed fees* - *Proof of Dog vaccination status*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
16. Dog Elimination			*Within 1 Day*
Clients: *General Public*	*Submit request*	*Within 1 Day*	
	Pay prescribed fees		
	Witness Dog elimination		

Requirements: - *-* *Proof of ownership* *- Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
17. Certification of Food for Export			*Within 1 day*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	Pay Prescribed fees		
	Witness Inspection		
	Collect Food Certification Report		
Requirements: - *- Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
18. 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: - - *Proof of Payment of prescribed fees* - *Police Clearance*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
19. Disinfection/Pest and Vector Control			*Within 5 days*
Clients: *General Public*	*Submit Application*	*Within 1 day*	
	Witness Assessment	*Within 2 days*	
	Collect Quotation and Pay Prescribed Fees	*Within 1 day*	
	Present Premise for	*Within 1 day*	
	Disinfection/Pest and Vector Control		
Requirements: - *- Proof of payment of prescribed fees*			

5.4 DEPARTMENT OF PLANNING

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Beacon Verification/Replacement			*Within 6 days*
Clients: *General Public*	*Submit Request*	*Within 1 day*	
	Collect Quotation and Pay Prescribed Fees		
	Witness beacon verification/replacement	*Within 5 days*	
Requirements: - - *Proof of payment of prescribed fees* - *Proof of ownership of property* - *Survey Diagram (where applicable)*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Development/Variation Permit (ordinary)			*Within 28 days*
Clients: *General Public and Institutions*	*Submit Request*	*Within 1 day*	
	Witness Inspection	*Within 7 days*	
	Collect Quotation	*Within 20 days*	
	Pay Prescribed Fees		
	Collect Development Permit/Variation (ordinary)		
Requirements: - - *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: - - *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: - - *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: -			

- *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: -

- *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: -

- *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: -

- *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: -

- *Proof of payment of prescribed fees*
- *Certificate of Registration (where applicable)*

5.5 DEPARTMENT OF COMMUNITY SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Club Registration			*Within 7 days*
Clients: *General Public*	*Submit Duly Completed Application Form and request*	*Within 1 day*	
	Collect Quotation		
	Pay Prescribed Fees		
	Collect Certificate of Club Registration	*Within 6 days*	

Requirements: -

- *Proof of payment of prescribed fees*
- *Club Constitution*
- *Recommendation Letter from Ward Development Committee/Civic Leader - Minutes establishing the club*
- *List of all club members*
- *NRCs for all club members*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Council Property Lease			*Within 16 days*
Clients: - *General Public*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Attend Interviews	*Within 10 days*	
	Sign and collect Agreement and pay prescribed fees	*Within 5 days*	

Requirements: -

- *Proof of payment of prescribed fees*
- *NRC of applicant*
- *Copy of Certificate of Incorporation (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Change of Ownership for Shops			*Within 68 days*
	Submit request	*Within 1 day*	
	Witness Inspection	*Within 5 days*	
	Collect Quotation and pay prescribed fees	*Within 2 days*	
	Collect Tenancy Agreement	*Within 60 days*	

Requirements: -

- *Proof of payment of prescribed fees*
- *NRC*
- *Tenancy Agreement*
- *Contract of Sale (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Skills Training			*Within 4 months (short term courses)* *Within 1 year, 1 month (long 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)*	
	Attend Training	*Within 3 months (short courses)* *Within 12 months (long term courses)*	

	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: -

- *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*	*Submit application*	*Within 1 day*	

Citizens and Foreigners Resident in Zambia	*Undergo Assessment*	*Within 7 days*	
	Attend Court Sessions	*Within 14 days*	
	Collect Committal Order	*Within 3 days*	

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*

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: -

- *Copy of identification documents*
- *Proof of applicant's official residence in Zambia, income/assets*
- *Proof of marital status where applicable*

- *Medical report fro n a Government medical facility*
- *Police clearance*
- *Consent from child 's parent/relative/guardian where applicable*
- *Certificate of atten dance of counselling sessions*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Adoption (Inter- Country)			*Within 237 days*
Clients: *Nonand Zambians living Zambians 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: -

- *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*	*Submit request (where applicable)*	*Within 1 day*	
	Undergo assessment	*Within 5 days*	

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	*Collect social support/Empowerment*	*Within 30 days*	
Requirements: - - *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: - - *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: - *- 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 of Service***	***Duration***
1. Fish Import and Export Permits			*Within 6 days*
Clients: *Importers and exporters of fish products*	*Apply for fish import/export permit*	*Within 1 day*	
	Pay prescribed fees	*Within 3 days*	
	Collect permit	*Within 2 days*	
Requirements: - - *Phytosanitary certificate from importing and exporting country* - *Proof of payment* - *Copy of identification card* - *Certificate of Incorporation (where applicable)*			

- *TPIN certificate*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. 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: - *- Proof of payment* - *Duly completed application Form* - *Copy of previous licence* - *Catch returns* - *Copy of identification card*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. 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: - *- Proof of payment* - *Duly completed application Form* - *Copy of identification card*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Artisanal Fishing Licence			*Within 1 day*
Clients: *Artisanal Fishers*	*Make a request*	*Within 1 day*	
	Pay prescribed fees		
	Collect licence		
Requirements: - - *Copy of previous fishing licence (for ol d operators/renew l)* - *Copy of identification card*			
Service Type	***Vital Steps***	***Standard of Service***	***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 Distributi on 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: - - *Environmental Impact Assessment rep rt form Zambia Envir nmental 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: - - *Valid Certificates for each boat/rig fro n Surveyor of Vess els* - *Proof of submission of fishing returns l operators/renew l)* - *Copy of previous fishing license (for ol* - *Proof of payment* - *Copy of identification card*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. 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	*Within 12 days*	

	report		
Requirements: - *(where necessary)* - *Provision of Logistics for the field wor* - *Proof of land ownership* - *Water permit from WARMA* - *Business plan (where necessary)*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. 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: - *- Provision of Logistics for the field work -* *Aquaculture Assessment Report*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
10. 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: -

- *Proof of payment of prescribed fees*
- *Details of the location of the farm (where applicable*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
11. Authority for Introduction and Tran slocation 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: -

- *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:		*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	

Importers of Livestock Products, General Public.	*Witness inspection*	*Within 7 days*	
	Collect Permit	*Within 1 day*	

Requirements: -

- *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***
14. 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: -

- *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			*Within 4 days*
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:-

- *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			*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: - - *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 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: - - *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: -			

- *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: - - *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: - - *Avail animals* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
21. 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: - - *Avail animals for inspection* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
22. Sanitary Certificate			*Within 10 days*
Clients:	*Submit request*	*Within 1 day*	

Hatchery owners, poultry farmers, general public, Owners of abattoirs and slaughter slabs, processing plants	*Pay prescribed fees*	*Within 1 day*	
	Witness inspection	*Within 7 days*	
	Collect Test Report and Sanitary Certificate	*Within 1 day*	
Requirements: - *-* *Written request* *- Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
23. Animal Health Certificate			
Clients: *Animal owners, traders and general public*	*Submit request*	*Within 1 day*	*Within 7 days*
	Pay prescribed fees	*Within 1 day*	
	Collect certificate	*Within 5 days*	
Requirements: - *- Proof of Payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
24. 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: - *- Duly completed Brand Application form* *- Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
25. 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: - - *Duly completed sample submission form* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
26. Chemical and Toxicological Analysis Report			
Clients: *Livestock farmers, general public*	*Submit duly completed form and sample*	*Within 1 day*	*Within 7 days*
	Pay prescribed fees	*Within 1 day*	
	Collect analysis report	*Within 5 days*	
Requirements: - - *Duly completed application form* - *Provision of the sample* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
27. Vaccines			*Within 1 day*
Clients: *Livestock farmers, general public*	*Make request*	*Within 1 day*	
	Pay prescribed fees		
	Collect the vaccines		
Requirements: - - *Formal request* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
28. 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: - - *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: - - *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:- - *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 - *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*	
	Collect improved Livestock breed	*Within 1 day*	
Requirements - *Application letter*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
33. 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***
34. 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***
35. 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 - *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 Ten (10) 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 50 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:

The Council Secretary,
Katete Town Council,
P.O Box 550023
Katete

Email:** **katetecouncil2013@yahoo.com

Website :** **www.katetecouncil.gov.zm

Facebook: Katete 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.

**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 fifteen (15) 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 end year Annual Report.*