



PETAUKE TOWN COUNCIL

SERVICE DELIVERY CHARTER

Prepared by:

***Petauke Town Council
PETAUKE***

JUNE, 2024

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FOREWORD

This Client Service Charter is a social pact between Petauke Town Council and the residents of Kasama for improvement of accountability and efficiency in service delivery. It spells out both the types of services and quantifiable service standards that Petauke residents can reasonably expect from the Council. In addition, the Charter sets out the service users' rights, obligations, feedback and complaint handling procedures.

In line with the Local Government Act, Number 2 of 2019 and the Constitution of the Republic of Zambia (Amendment) Number 2 of 2016, the Ministry of Local Government and Rural Development is committed to improving autonomy and self-sufficiency statuses of local governments. Petauke Town Council has customized the service delivery charter in order to improve efficiency and accountability and achieve a positive performance transformation in the delivery of public services. It is our wish to use the service charter as a tool to drive public service delivery towards a more responsive customer-focused approach. In this regard, the Charter expresses the Council's dedication to serve the public and become answerable to its service users in the event of non-compliance.

It is delightful to note that this Service Delivery Charter has been customized in consultation with both individual and institutional stakeholders of Petauke district. This Charter will therefore serve as a vital communication tool between the Council and its clients. As such, good working relations between Petauke Town Council and its clients remain central to the success of the Charter. I, therefore, recommend this Charter to all clients of Petauke Town Council and anticipate that they will follow the mechanisms stipulated in this Charter to get maximum benefit from the Council.

Edward Banda
COUNCIL CHAIRPERSON OF PETAUKE

ACKNOWLEDGEMENT

It is with pleasure that we introduce this Service Delivery Charter to our valued service users. The Service Delivery Charter was collectively customized in order to improve service delivery. This Charter gives a new ray of hope to you, our valued service users, in service provision. I wish to acknowledge the contributions of key stakeholders at National, Provincial and District level of government. Particularly, I wish to extend gratitude to The Minister – Honourable Gary G Nkombo, MP, and The Permanent Secretary (TS) Ministry of Local Government and Rural Development and their team for triggering the initiative for Petauke Town Council to come up with a Customized Service Delivery Charter. Special thanks also go to Council Chairperson – Edward Banda and the Councillors of Petauke Town Council for supporting the initiative and ensuring that the Service Delivery Charter was Customized and not forgetting USAID Local Impact Governance for supporting the training for the Service Delivery Charter Customization Team.

This Charter contains information about our core services, service standards, service users' rights and responsibilities. It is my expectation that you will familiarise yourselves with the contents of the Charter. Petauke Town Council is committed to comply with the service standards stated in this Charter. Our performance will rely on the clients' fulfilment of requirements for desired services, and the timely feedback and suggestions for better service delivery. We request that you kindly report any complaints, and compliments through the mechanism stated in this Charter.

The introduction of this Charter will mark a new era for our Council to serve you better. It is our further hope that the Charter will strengthen our partnership to bring more opportunities and greater interaction between us. At the same time, the Charter will be used as a tool to enhance transparency and accountability in the delivery of our mandate for continuous performance improvement.

Kelvin Banda (Mr)

COUNCIL SECRETARY

1.0 PURPOSE OF THIS CHARTER

- *To enhance your awareness of the type of services that Petauke 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 Clean, Healthy, Green Town that is connected and Inclusive of All in Local Economic Growth”

2.2 MISSION

“To provide efficient, effective and quality service delivery, while creating an eco-friendly and enabling environment that will promote economic development””

3.0 VALUES AND PRINCIPLES

We stand firm in our belief that shared values among our staff will promote the necessary work culture to achieve our mission thus enabling us fulfill our vision and mission. The values we believe are essential in our pursuit of a clean, healthy and green town are:

3.1. Unity of purpose

- *Our focus in moving forward will be how we collectively serve with our stakeholders.*
- *Integrate service delivery to push down costs and increase value.*
- *We must be of one accord speaking one language.*

3.2. Accountability

- *Taking responsibility for our actions, we set clear goals, use evidence to inform decisions and measure results.*

- *Means we behave ethically and with integrity, we tell the truth, we keep our commitments and we meet both the spirit and intent of the law.*

3.3. Integrity

- *Adheres to ethical standards in the conduct of the organization's business and is committed to a life of excellence.*
- *Establishes rules which are fair and ethical.*
- *Creates and sustains an atmosphere that fosters a culture of openness, inclusion, compassion and trust.*

3.4. Reliability

- *Defined work processes that ensure consistence and replication.*
- *We say what we will do and we do what we say.*
- *We have a minimum standard of performance for each service level.*

3.5. Transparency

- *We have administrative systems and procedures that are seen to be fair and consistent.*
- *We are committed to openness in the manner we do business. both our internal and external communication channels will exhibit low asymmetry information.*

3.6. Team Spirit

- *We are one company, one team. We are committed to a teamwork environment where every person is a valued member, treated with respect, encouraged to contribute and recognized and rewarded for his/her efforts.*
- *A commitment to common goals based on open and honest communication while showing concern and support for each other.*
- *Our team is supportive of each other's efforts, loyal to one another, and care for each other both personally and professionally.*

4.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, Petauke 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
- Legal 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 Training 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>
<i>Clients: 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>		

	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, Institutions and the General Public	Submit Request	Within 1 day	
	Witness Assessment	Within 1 day	
	Collect Quotation and Pay Prescribed Fees	Within 1 day	
	Collect Excavation Permit	Within 2 days	

Requirements: -			
<ul style="list-style-type: none"> - 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 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. Tree Cutting/Vegetation Control			<i>Within 4 days</i>
<i>Clients: Institutions and the General Public</i>	<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: -			
<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>
7. Road Closure Permit			<i>Within 7 days</i>
<i>Clients: Institutions and the General Public</i>	<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"> - Proof of payment of prescribed fees - Police Clearance 			

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> <i>Within 7 days (Special licence)</i> <i>*Marriage should take place within 90 days of the issuance of notice</i>
<i>Clients: General Public</i>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	
	<i>Attend Counselling</i>	<i>Within 5 days</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> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
2. Recommendation for Gazetion			<i>Within 6 days</i>
<i>Clients: 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> 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
3. Liquor Licence			<i>Within 71 days</i>
<i>Clients: 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> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
4. Extension of Trading Hours			<i>Within 4 days</i>
<i>Clients: 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> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
5. Recommendation Letter for Land Acquisition			<i>Within 126 days</i>
<i>Clients: General Public, and Institutions</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</i>	<i>Within 30 days</i>	

	<i>notice</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: General Public	<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 Document</i>	<i>Within 1 day</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: Financial Institutions	<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: General Public	<i>Submit Duly Completed</i>	<i>Within 1 day</i>	

	<i>application form</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: <i>Applicants/ Occupants of Land in Improvement Areas</i>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	
	<i>Undergo Verification</i>	<i>Within 2 days</i>	
	<i>Collect Property Number</i>	<i>Within 1 day</i>	
	<i>Collect Quotation and Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Occupancy Licence</i>	<i>Within 7 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof payment of prescribed fees</i> - <i>Copy of NRC of property owner</i> - <i>Passport size photo</i> - <i>Attestation Letter from Councillor/WDCs/Traditional Leader</i> - <i>Certificate of incorporation (where applicable)</i> 			
Service Type	Vital Steps	Standard of Service	Duration
11: Business Permit			<i>Within 1 day</i>

Clients: General Public, Institutions	Submit Duly Completed app	Within 1 day	
	Pay Prescribed Fees		
	Collect Business permit		
Requirements: -			
- Application			
- Proof of Payment			

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:-			
- 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			

<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 *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:-			
<ul style="list-style-type: none"> - <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: -			
<ul style="list-style-type: none"> - <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> - <i>Confirmatory medical certificate – form 3 (where applicable)</i> - <i>Certificate after post-mortem examination – form 4 (where applicable)</i> - <i>Magistrate’s certificate – form 5</i> - <i>Authority to cremate – form 6</i> - <i>Certificate for the cause of death</i> - <i>Brought in Dead Certificate</i> - <i>NRC of the deceased (where applicable) and Identification Documents for Informant</i> 			
<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>
<i>Clients: General Public</i>	<i>Submit request</i>	<i>Within 5 minutes</i>	
	<i>Collect Quotation</i>	<i>Within 10 minutes</i>	
	<i>Pay prescribed Fees</i>		
	<i>Access Burial Space</i>	<i>Within 120 minutes</i>	

Requirements: -			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees - Burial Permit 			
Service Type	Vital Steps	Standard of Service	Duration
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 of burial space</i>	<i>Within 2 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Sign Agreement</i>		
Requirements: -			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration
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 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"> - 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			<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: -			
- <i>Proof of payment of prescribed fees</i>			
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: -			
- <i>Proof of payment of prescribed fees</i>			
- <i>Burial Permit</i>			
- <i>NRC of the applicant</i>			
Service Type			
Vital Steps			
Standard of Service			
Duration			
11. Meat Transportation Permit			<i>Within 1 day</i>
Clients: <i>General</i> <i>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>			
Service Type			
Vital Steps			
Standard of Service			
Duration			
12. Occupation Certificate			<i>Within 10 days</i>
Clients: <i>General</i> <i>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</i>	<i>Within 5 days</i>	

	<i>Certificate</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Stage Inspection Certificate</i> 			
Service Type	Vital Steps	Standard of Service	Duration
13. Food Handler's Training			<i>Within 8 days</i>
Clients: <i>General</i> <i>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: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
14. Food Handler's Certificate			<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>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</i> <i>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> 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
16. Dog Elimination			<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>Witness Dog elimination</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of ownership</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>
17. Certification of Food for Export			<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>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: -			
- <i>Proof of payment of prescribed fees</i>			

5.4 DEPARTMENT OF PLANNING

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of</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: -				
- <i>Proof of payment of prescribed fees</i>				
- <i>Proof of ownership of property</i>				
- <i>Survey Diagram (where applicable)</i>				
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of</i>	<i>Duration</i>
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: -				
- <i>Proof of payment of prescribed fees</i>				

<ul style="list-style-type: none"> - Land Ownership Documents (where applicable) - Development Permit (For applications of variation permits) 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
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"> - Proof payment of prescribed fees - Building Plan (where applicable) - 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: -

- *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>
Clients: <i>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 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: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Certified Copy of Title Deed</i> - <i>Decision Letter from Zambia Environmental Management Agency (where applicable)</i> - <i>Site Plan reflecting the proposed change of land use</i> - <i>Identification Documentation</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
7. Recommendation Letter for Conversion of Land Tenure			<i>Within 90 days</i>
Clients: <i>Institutions and 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 Conversion Fees</i>	<i>Within 1 day</i>	
	<i>Collect Recommendation to</i>	<i>Within 82 days</i>	

	<i>Convert Land Tenure</i>		
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of fees</i> - <i>Site Plan endorsed by Traditional Leader</i> - <i>Consent Letter from the Department of Wildlife (where applicable)</i> - <i>Consent Letter from Traditional Leader</i> - <i>NRC for individuals</i> - <i>Identification Documentation, share capital and letters of incorporation for companies</i> 			
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> 			

- *Certificate of Registration (where applicable)*

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 10 days (long term courses)</i>	<i>Within 1 year, 1 month (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>

Clients: <i>General Public</i>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	<i>*Certificate will be collected from Ministry of Education</i>
	<i>Collect Acceptance Letter</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Attend Training</i>	<i>Within 3 years</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Identification Documentation for parents/guardians</i> - <i>Under 5 Card</i> - <i>Contact Details for parents/guardians</i> 			
Service Type	Vital Steps	Standard of Service	Duration
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: -			
<ul style="list-style-type: none"> - <i>Certified Copy of NRC</i> - <i>Proof of payment of prescribed fees</i> - <i>Proof of residence (where applicable)</i> - <i>School ID for pupils/students</i> 			
Service Type	Vital Steps	Standard of Service	Duration
7. Foster Care			<i>Within 27 days</i>
Clients: <i>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: -			
<ul style="list-style-type: none"> - <i>Proof of nationality, residence and income/assets</i> - <i>Proof of marital status (where applicable)</i> - <i>Medical certificate from a Government medical facility</i> - <i>Police Clearance</i> 			

- 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"> - Copy of identification documents - Proof of applicant's official residence in Zambia, income/assets - Proof of marital status where applicable - Medical report from a Government medical facility - Police clearance - Consent from child's parent/relative/guardian where applicable - Certificate of attendance of counselling sessions 			
<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 Court Sessions</i>	<i>Within 14 days</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: -

- *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*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
10. Shelter for survivors of Gender Based Violence (GBV) /Human Trafficking			
Clients: <i>Survivors of GBV/human trafficking and the general public</i>	<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)*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
11. Admission to Old People's Homes			<i>Within 28 days</i>
Clients: <i>Persons aged 65 years and above</i>	<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: <i>School</i>	<i>Submit request</i>	<i>Within 1 day</i>	

<i>leavers</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> 			
Service Type	Vital Steps	Standard of Service	Duration
13. Social Assistance/Empowerment Programmes			<i>Within 36 days</i>
Clients: <i>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>	<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> 			
Service Type	Vital Steps	Standard of Service	Duration
14. Child Protection Services			
Clients: <i>Persons under the age of eighteen (18)</i>	<i>Submit suspected child abuse report</i>	<i>Within 1 day</i>	<i>Within 25 days</i>
	<i>Undergo assessment</i>		

years, members of the general public	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)
Clients: General public	Register	Within 1 day	Within 2 years, 24 days (long term)
	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	Within 30 days	

	<i>implementation</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> 			
Service Type	Vital Steps	Standard of Service	Duration
18. Micro Credit Facility			<i>Within 23 days</i>
Clients: <i>Women Entrepreneurs and Vulnerable women</i>	<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

Service Type	Vital Steps	Standard of Service	Duration
1. Fish Import and Export Permits			<i>Within 6 days</i>
Clients: <i>Importers and exporters of fish products</i>	<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> 			
Service Type	Vital Steps	Standard of Service	Duration
2. Commercial Fishing Licence			<i>Within 30 days</i>
Clients:	<i>Submit duly completed</i>	<i>Within 1 day</i>	

<i>Commercial Fishers</i>	<i>application form</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 Duration</i>
<i>3. Special Fishing Licence</i>			<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 Duration</i>
<i>4. Artisanal Fishing Licence</i>			<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"> - <i>Copy of previous fishing licence (for old operators/renewal)</i> - <i>Copy of identification card</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of Duration</i>
<i>5. Angling Licence</i>			<i>Within 1 day</i>
<i>Clients: General Public</i>	<i>Make request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fee</i>		
	<i>Collect Angling fishing licence</i>		
Requirements: -			

<i>Proof of citizenship (NRC/Passport)</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. Fingerling Production and Distribution Certificate			
Clients: - <i>Fingerling Hatcheries, Research Institutions</i>	<i>Submit application</i>	<i>Within 1 day</i>	<i>Within 21 days</i>
	<i>Attend site inspections</i>	<i>Within 14 days</i>	
	<i>Collect certificate</i>	<i>Within 6 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Environmental Impact Assessment report form Zambia Environmental Management Agency (where necessary)</i> - <i>Proof of ownership of land</i> - <i>Standard operational Plan</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
7. Boat Registration			<i>Within 14 days</i>
Clients: <i>Commercial fishers</i>	<i>Submit duly completed form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fee</i>	<i>Within 1 day</i>	
	<i>Collect registration form</i>	<i>Within 12 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Valid Certificates for each boat/rig from Surveyor of Vessels</i> - <i>Proof of submission of fishing returns</i> - <i>Copy of previous fishing license (for old operators/renewal)</i> - <i>Proof of payment</i> - <i>Copy of identification card</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
8. Aquaculture Assessment Report			
Clients: <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> 			

<ul style="list-style-type: none"> - Water permit from WARMA - Business plan (where necessary) 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of Duration</i>
9. Aquaculture Establishment Report			
Clients: <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"> - Provision of Logistics for the field work - Aquaculture Assessment Report 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of Duration</i>
10. Fingerlings			<i>Within 7 days</i>
Clients: <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"> - Proof of payment of prescribed fees - Details of the location of the farm (where applicable) 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard Service</i>	<i>of Duration</i>
11. Authority for Introduction and Translocation of Aquatic Species			<i>Within 14 days</i>
Clients: <i>Aquaculture entrepreneurs, researchers, Training Institutions, and Investors</i>	<i>Submit application for introduction /translocation</i>	<i>Within 1 day</i>	
	<i>Collect authority</i>	<i>Within 13 days</i>	
Requirements: -			

<i>Detail of source and type of species</i>			
Service Type	Vital Steps	Standard of Service	Duration
12. Import Permit for Live Animals			<i>Within 6 days</i>
Clients: <i>Live Animal Importers, Farmers and the General Public</i>	<i>Submit Application form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Witness inspection</i>	<i>Within 3 days</i>	
	<i>Collect Permit</i>	<i>Within 1 day</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Invoice/Letter of Sale</i> - <i>Animal Health Certificate</i> - <i>Laboratory Results (obtained in the last 14 days)</i> - <i>Breeder Certification</i> - <i>Quarantine Inspection Report</i> - <i>Vaccination Records</i> - <i>Duly Completed Application Form</i> - <i>Proof of Payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
13. Import Permit for Livestock Products			<i>Within 10 days</i>
Clients: <i>Importers of Livestock Products, General Public.</i>		<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Witness inspection</i>	<i>Within 7 days</i>	
	<i>Collect Permit</i>	<i>Within 1 day</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Invoice/Letter of Sale</i> - <i>Health Certificate (from country of origin)</i> - <i>Laboratory Results (from country of origin)</i> - <i>Good Manufacturing Practice (GMP) Certificate</i> - <i>Duly completed Application Form</i> - <i>Proof of Payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
14. Import Permit for Game Trophies			<i>Within 11 days</i>
Clients: <i>Taxidermists, Hunters, General Public</i>	<i>Submit application form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 2 days</i>	
	<i>Witness inspection</i>	<i>Within 7 days</i>	
	<i>Collect Permit</i>	<i>Within 1 day</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Invoice/Letter of Sale</i> - <i>Health Certificate</i> - <i>CITES Certificate</i> - <i>Completed Application Form</i> 			

- <i>Proof of payment of prescribed fees</i>			
Service Type	Vital Steps	Standard of Service	Duration
15. Export Permit (International Sanitary Certificate) for Live Animals			<i>Within 4 days</i>
Clients: <i>Farmers, Live Animal Exporters, General Public</i>	<i>Submit application form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness inspection</i>	<i>Within 2 days</i>	
	<i>Collect Permit</i>	<i>Within 1 day</i>	
Requirements:-			
<ul style="list-style-type: none"> - <i>Animal Health Certificate</i> - <i>Laboratory Test Results</i> - <i>Proof of Payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
16. Export Permit (International Sanitary Certificate) for Livestock Products			<i>Within 6 days</i>
Clients: <i>Exporters of Livestock Products, General Public</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness inspection</i>	<i>Within 2 days</i>	
	<i>Collect Permit</i>	<i>Within 3 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Sanitary Compliance Certificate</i> - <i>Laboratory Test Results</i> - <i>Proof of Payment of Prescribed Fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
17. Export Permit (International Sanitary Certificate) for Wildlife			<i>Within 5 days</i>
Clients: <i>Owners of Game Ranches, Traders in Wildlife, General Public</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness inspection</i>	<i>Within 2 days</i>	
	<i>Collect Permit</i>	<i>Within 2 days</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>CITES Certificate</i> - <i>Proof of payment</i> 			
Service Type	Vital Steps	Standard of Service	Duration
18. Transit Permit for Livestock and Livestock Products			<i>Within 5 days</i>
Clients: <i>Traders in Livestock and Livestock Products, General Public</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Witness inspection</i>	<i>Within 2 days</i>	
	<i>Collect Transit Permit</i>	<i>Within 1 day</i>	
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			<i>Within 8 days</i>
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			<i>Within 3 days</i>
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:	Submit request	Within 1 day	

<i>Hatchery owners, poultry farmers, general public, Owners of abattoirs and slaughter slabs, processing plants</i>	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Witness inspection</i>	<i>Within 7 days</i>	
	<i>Collect Test Report and Sanitary Certificate</i>	<i>Within 1 day</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Written request</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>
<i>23. Animal Health Certificate</i>			<i>Within 7 days</i>
<i>Clients:</i> <i>Animal owners, traders and general public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect certificate</i>	<i>Within 5 days</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>
<i>24. Animal Identification (Brand) Certificate</i>			<i>Within 4 days</i>
<i>Clients:</i> <i>Owners of animals</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 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> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
<i>25. Laboratory Test Report for Livestock and Wildlife Samples</i>			<i>Within 10 days</i>
<i>Clients:</i> <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> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
<i>26. Chemical and Toxicological Analysis Report</i>			

Clients: Livestock farmers, general public	Submit <i>duly</i> completed form and sample	Within 1 day	Within 7 days
	Pay prescribed fees	Within 1 day	
	Collect <i>analysis</i> report	Within 5 days	
Requirements: -			
<ul style="list-style-type: none"> - 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: -			
<ul style="list-style-type: none"> - 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: -			
<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 <i>treatment</i> 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:			

<i>Owners of animals</i>			
Requirements:-			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Avail Animal for vaccination</i> - <i>Provision of logistics (where applicable)</i> 			
Service Type			
31. Scheduled Vaccination of Animals against Diseases		Duration/ Frequency	
Clients: <i>Owners of animals</i>		<i>Refer to Statutory Instrument No. 24 of 2014</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Avail animals for vaccination</i> 			
Service Type		Vital Steps	Standard of Service
32. Improved Livestock breeds			Duration
Clients: <i>General Public</i>	<i>Submit application form</i>	<i>Within 1 day</i>	<i>Within 3 days</i>
	<i>Pay prescribed fee</i>	<i>Within 1 day</i>	
	<i>Collect improved Livestock breed</i>	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Application letter</i> 			
Service Type		Vital Steps	Standard of Service
33. Artificial Insemination			Duration
Clients: <i>Livestock farmers, NGOs</i>	<i>Submit application</i>	<i>Within 1 day</i>	<i>Within 10 days</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: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> 			
Service Type		Vital Steps	Standard of Service
34. Animal Castration			Duration
Clients: <i>Livestock owners/Institutions owning Livestock</i>	<i>Make request</i>	<i>Within 1 day</i>	<i>Within 3 days</i>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect castration certificate</i>	<i>Within 1 day</i>	
Requirements: -			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Provision of logistics (where necessary)</i> 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
35. Fisheries and Livestock Trainings			<i>Within 11 days</i>
Clients: Small Scale Farmers	<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			
<ul style="list-style-type: none"> - <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;*
- *Women who are pregnant will be given priority in case of a queue;*
- *Protection of your personal dignity and privacy;*
- *Complain when you receive sub-standard services; and*
- *Participate in the review of this Charter.*
- *To fees and charges chart*

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.*

standards and guarantees we have made in this charter.

Specifically, we will: -

- *Invite our district stakeholders Annually to review the performance of our Service Delivery Charter.*
- *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.*

THANK YOU