KALULUSHI MUNICIPAL COUNCIL

SERVICE DELIVERY CHARTER

Prepared by:

Kalulushi Municipal Council
KALULUSHI

April,2024

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FOREWORD

This Service Delivery Charter represents our unwavering commitment to providing quality services to you, our esteemed clients. Within this Charter, we outline the core services and the standards of service provision by the Kalulushi Municipal Council. It serves as a guide for both our clients and us, ensuring transparency, accountability, and effective communication.

As Mayor of Kalulushi, I endorse this Charter as a vital tool for constructive dialogue and collaboration between our clients and the Council. It reflects our dedication to efficient service delivery and responsiveness. We encourage you to use this Charter to hold us accountable and provide feedback whenever our services meet or exceed your expectations.

Daudi Simama

His Worship the Mayor

ACKNOWLEDGEMENTS

Kalulushi Municipal Council extends its sincere gratitude to all those who contributed to the development of this service charter for the Kalulushi Municipal Council. Their dedication and collaborative efforts have been instrumental in shaping our commitment to the people of Kalulushi.

We acknowledge the Ministry of Local Government and Rural development for their guidance, expertise and insights together with the USAID for their valuable support and partnership throughout this process.

Furthermore, I wish to acknowledge the pivotal role played by His Worship the Mayor for providing direction and vision, the District Administration, the Councillors, Ward Development Committees (WDCs) and the individuals whose invaluable insights and time through the stakeholder engagement enriched this service charter.

A special thank you to the Heads of Department and the dedicated Working Technical Group at the Kalulushi Municipal Council. Their tireless efforts transformed our commitments into this comprehensive service charter.

We look forward to implementing the charter and serving our community with excellence.

Betty M. Liswaniso

Town Clerk

1.0 PURPOSE OF THIS CHARTER

- *To enhance your awareness of the type of services that Kalulushi Municipal 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

The Council envisages of becoming a City that will provide sustainable development and empowerment of its citizens and the general public through multi- sectorial efforts with efficient and effective service delivery by the year 2030.

2.2 MISSION

To provide effective, efficient and sustainable public services in order to improve the quality of life for the people in the district

2.3 GOAL STATEMENT

To improve the delivery of quality and accessible public services in order to up lift the standard of living of people in the district

3. 0 CORE VALUES

The enduring core values of Kalulushi Municipal Council are:

- Innovation
- Integrity and accountability
- Collaboration and partnership
- Teamwork
- Efficiency and responsiveness
- Transparency

4.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, Kalulushi Municpal 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: -

DEPARTMENT OF ENGINEERING SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Fire Certificate			*Within 10 days*
Clients: *Business owners and Institutions*	*Submit duly completed application form*	*Within 1 day*	
	Witness Inspection	*Within 5 days*	
	Collect quotation and Pay prescribed fees	*Within 1 day*	
	Collect fire certificate	*Within 3 days*	
Requirements - *Ownership documents/Lease agreements (where applicable)* - *Letter of attestation from traditional leadership (where applicable)* - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Fire Safety Training Certificate			*Within 11 days*
Clients: *Institutions and the General Public*	*Submit application letter*	*Within 1 day*	
	Collect quotation	*Within 5 days*	
	Pay prescribed fees		
	Attend training	*Within 5 days*	
Requirements - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Tree Cutting			*Within 8 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	**Tree should be deemed to be hazardous/obstructive*
	Witness Assessment	*Within 3 days*	
	Collect quotation	*Within 1 day*	
	Witness Tree Cutting	*Within 3 days*	
Requirements - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Wayleave Vegetation control			*Within 10 days*
Clients: *Institutions*	*Submit application*	*Within 1 day*	
	Witness Assessment	*Within 3 days*	
	Collect quotation and pay prescribed fees	*Within 1 day*	
	Witness Wayleave Vegetation Control	*Within 5 days*	
Requirements *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Road Infringement Permit			*Within 7 days*
Clients: *General Public and Institutions*	*Submit request*	*Within 1 day*	
	Witness assessment	*Within 5 days*	
	Pay prescribed fees		
	Collect Road Infringement Permit	*Within 1 day*	
Requirements			

- *Proof of payment of prescribed fees*
- *Construction design*
- *Method of construction*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Excavation Permit			*Within 7 days*
Clients: *Utility Companies, Institutions and the general public*	*Submit request*	*Within 1 day*	
	Witness assessment	*Within 5 days*	
	Pay prescribed fees		
	Collect Excavation Permit	*Within 1 day*	

Requirements

- *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***
7. Road Closure Permit			*Within 7 days*
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*
- *Sketch Plan*
- *Reinstatement Plan*
- *Letter of Commitment to secure excavation site*
- *Decision letter from Zambia Environmental Management Agency (ZEMA) (where applicable)*
- *Clearance from utilities companies*

DEPARTMENT OF LEGAL SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Liquor Licence			*Within 67 days*
Clients:- *Business Houses, General Public*	*Submit notice of intention of application*	*Within 1 day*	
	Submit duly completed application form for liquor licence	*Within 20 days*	
	Witness Inspection	*Within 5 days*	
	Attend Interview	*Within 20 days*	
	Pay prescribed fees	*Within 1 day*	
	Collect Liquor Licence	*Within 20 days*	

Requirements

- *Proof of payment of prescribed fees*
- *Proof of Registration*
- *TPIN*
- *Police Report*
- *Proof of notice in Government Gazette*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Marriage Certificate			*Within 27 days (ordinary)* *Within 7 days (Special licence)* **Marriage should take place within 90 days of the issuance of notice*
Clients: *General Public*	*Submit request and duly completed Registrar General Form*	*Within 1 day*	
	Attend counselling session	*Within 5 days*	
	Submit duly completed form C	*Within 21 days (ordinary)* *Within 1 day (special licence)*	
	Pay prescribed fees		
	Collect Marriage Certificate		

Requirements

- *Copy of divorce certificate/ Death Certificate of former spouse (where applicable)*
- *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*
- *Two people of opposite gender*
- *Copies of NRC (Zambians)*
- *Work permits and ID (Non-Zambians)*
- *Affidavit (Special licence)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Recommendation for Gazettion			*Within 6 days*
Clients: *The Clergy/Places of Worship*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect recommendation	*Within 5 days*	

Requirements

- *Proof of payment of prescribed fees*
- *Proof of ownership of the place of worship (where applicable)*
- *Proof of Ordination*
- *Identification documents*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Recommendation letter for Land Acquisition			*Within 82 days*
Clients: *General Public*	*Submit application*	*Within 1 day*	
	Attend Interviews	*Within 20 days*	
	Collect demand letter	*Within 60 days*	
	Pay prescribed fees		
	Collect recommendation letter	*Within 1 day*	

Requirements

- *Passport size photos*
- *NRC/Certificate of Incorporation*
- *Tax Clearance certificate*
- *Proof of payment of prescribed fees*
- *Zambia Development Agency Investment certificate (Investors)*
- *Resident/Work Permit (Non Zambians)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Security of Land /Properties Documents (Land falling within the jurisdiction of the Municipality)			*Within 1 day*
Clients: *Financial Institutions*	*Submit application*	*Within 1 day*	
	Pay prescribed fees		

	Collect Receipt		
Requirements - *Proof of ownership* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Placement/Removal of Caveat			*Within 1 day*
Clients: *General Public*	*Submit duly completed application form*	*Within 1 day*	
	Pay prescribed fee		
	Collect Receipt		
Requirements - *Proof of vested interest* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Fire Arm Licence			*Within 1 day*
Clients: *General Public*	*Submit Duly Completed Fire Arm Book*	*Within 1 day*	
	Pay prescribed fee		
	Collect Fire Arm Licence		
Requirements - *Fire Arm Certificate* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Business Permit			*Within 5 days*
Clients: *Business owners*	*Submit application*	*Within 1 day*	
	Collect quotation and pay prescribed fees	*Within 1 day*	
	Witness inspection	*Within 2 days*	
	Collect Permit	*Within 1 day*	
Requirements - *Proof payment of prescribed fees* - *Copy of NRC of business proprietor* - *Certificate of incorporation* - *ZRA Tax Clearance Certificate*			

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
9. Registration of Judgement/Order/Letters of Administration/Probate & other registrable documents (Land matters)			*Within 3 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 1 day*	
Requirements - *Proof of payment of prescribed fees* - *Document to be registered*			
Service Type	*Vital Steps*	*Standard of Service*	*Duration*
10. Occupancy Licence			*Within 12 days*
Clients: *Applicants/ Occupants of Land in Improvement Areas*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Undergo Verification	*Within 2 days*	
	Collect Property Number	*Within 1 day*	
	Collect Quotation and Pay prescribed fees	*Within 1 day*	
	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/Ward Development Committees/Traditional Leader* - *Certificate of incorporation (where applicable)*			

DEPARTMENT OF PUBLIC HEALTH SERVICES

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Solid Waste Collection			*Within 4 days*
Clients: *Business Owners, Institutions and the General Public*	*Submit application*	*Within 1 day*	**solid waste will be collected on a weekly basis*
	Witness inspection	*Within 1 day*	
	Collect quotation		
	Pay prescribed fees	*Within 1 day*	
	Sign Contract	*Within 1 day*	

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. Disinfection/Pest and Vector Control			*Within 3 days*
Clients: *Institutions, General Public*	*Submit request*	*Within 1 day*	
	Witness assessment	*Within 1 day*	
	Collect quotation		
	Pay prescribed fees		
	Present premises for Disinfection/pest and vector control	*Within 1 day*	

Requirements

- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
3. Burial Permit			*Within 30 minutes*
Clients: *General Public*	*Present Medical Certificate of Cause of Death/BID Certificate*	*Within 30 minutes*	
	Pay prescribed fees		
	Collect Burial Permit		

Requirements

- *Proof of payment of prescribed fees*
- *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*
- *Brought in Dead Certificate (where applicable)*
- *Certificate for the cause of death*

- *NRC of the deceased (where applicable) and Identification Documents for Informant*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Burial Space			*Within 1 day*
Clients: *General Public*	*Present burial permit*	*Within 1 day*	
	Present proof of payment		
	Witness allocation of burial space		
Requirements - *Proof of payment of prescribed fees* - *Burial permit*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Body Transfer Permit			*Within 1 day*
Clients: *General Public*	*Present Medical Certificate of Cause of Death/BID Certificate*	*Within 1 day*	
	Pay prescribed fees		
	Collect Body Transfer permit		
Requirements - *Proof of payment of prescribed fees* - *Medical Certificate of Cause of Death/BID Certificate* - *NRC for the deceased and a copy of the NRC for the informant*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. 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***
7. Tombstone Installation Permit			*Within 1 day*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect Tombstone Installation Permit		
Requirements			
- *Proof of payment of prescribed fees*			
- *Burial permit*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Burial Space Reservation			*Within 3 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Select Site	*Within 2 days*	
	Pay prescribed fees		
	Collect receipt		
Requirements			
- *Proof of payment of prescribed fees*			
- *Copy of NRC*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Replacement of burial permit			*Within 15 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Collect burial permit	*Within 14 days*	
Requirements			
- *Proof of payment of prescribed fees*			
- *Letter of appointment as Administrator*			
- *Affidavit/Copy of NRC for the deceased*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
10. Certificate of Compliance (Health Permit)			*Within 11 days*
Clients: *Business Houses*	*Submit request*	*Within 1 day*	**Certificate of Compliance Permit (Health Permit) will be issued upon satisfying provisions of public health regulations*
	Pay prescribed fees		
	Witness Inspection	*Within 5 days*	
	Collect Compliance Certificate	*Within 5 days*	
Requirements			
- *Proof of payment of prescribed fees*			

- *Food Handler's Certificate (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
11. Food Handlers Certificate			*Within 3 days*
Clients: *General Public*	*Submit duly completed medical examination form*	*Within 1 day*	
	Pay prescribed fees		
	Collect Food Handler's Certificate	*Within 2 days*	

Requirements

- *Proof of payment of prescribed fees*
- *Medical examination report*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
12. Dog Registration Certificate			*Within 1 day*
Clients: *General Public*	*Submit request and copy of vaccination certificate*	*Within 1 day*	
	Pay prescribed fees		
	Collect Dog Registration Certificate and tag		

Requirements

- *Proof of vaccination*
- *Proof of payment of prescribed fees*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
13. 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***
14. Occupation Certificate			*Within 4 days*
Clients: *General Public*	*Submit duly completed application form*	*Within 1 day*	

	Witness Inspection	*Within 1 day*	
	Pay prescribed fees		
	Collect Occupation Certificate	*Within 2 days*	
Requirements - *Proof of payment of prescribed fees* - *Approved building plans* - *Stage Inspection Report*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
15. 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***
16. 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***
17. 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***
18. Bulk/Special Waste Collection			*Within 5 days*
	Submit request	*Within 1 day*	

Clients: *Business Houses and the general public*	*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***
19. Burial Site Identification			*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*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
20. 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 carcass for inspection* - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
21. Extension of Hours			*Within 4 days*
Clients: *Liquor Traders*	*Submit request*	*Within 1 day*	
	Pay prescribed Fees		
	Attend Inspection	*Within 2 days*	
	Collect Extension of Hours Permit	*Within 1 day*	
Requirements - *Valid Liquor Licence* - *Proof of payment of prescribed fees*			

DEPARTMENT OF PLANNING

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
1. Development /Variation Permit (Ordinary)			*Within 29 days*
Clients: *General Public*	*Submit duly completed application form and Building Plan*	*Within 1 day*	
	Pay prescribed fee		
	Collect Receipt		
	Collect Development Permit	*Within 28 days*	
Requirements - *Proof of ownership (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* - *Four copies of building plan* - *Development Permit (for applicants of the Variation Permit)*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
2. Development Permit (Major Development)			*Within 90 days*
Clients: *General Public and MPSAs*	*Submit duly completed application form and Building Plan*	*Within 1 day*	
	Pay prescribed fees		
	Witness Inspection	*Within 5 days*	
	Collect Development Permit	*Within 84 days*	
Requirements - *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 fees* - *Four copies of building plan* - *Decision Letter from Zambia Environmental Management Agency (where applicable)*			

Service Type	*Vital Steps*	*Standard of Service*	*Duration*
3. Subdivision/Consolidation of Land			*Within 96 days*
Clients: *General Public*	*Submit Duly Completed application form*	*Within 1 day*	
	Pay prescribed fees		
	Witness Inspection	*Within 5 days*	
	Collect Notification of Approval/Feedback	*Within 90 days*	
Requirements - *Certified copies of Title Deed* - *Proof of payment of prescribed fees* - *8 Copies of the site plan* - *Certified Copies of NRC* - *Consent Letter from the owner*			
Service Type	*Vital Steps*	*Standard of Service*	*Duration*
4. Change of Land Use			*Within 91 days*
Clients: *General Public*	*Submit duly completed application form and Building Plan*	*Within 1 day*	
	Pay prescribed fees		
	Witness Inspection	*Within 5 days*	
	Collect Change of Land use permit	*Within 85 days*	
Requirements - *Certified copies of the Title Deed* - *Proof of payment of prescribed fees* - *Eight copies of building plan* - *Decision Letter from Zambia Environmental Management Agency (where applicable)* - *Modification Map*			
Service Type	*Vital Steps*	*Standard of Service*	*Duration*
5. Beacon Identification/Replacement			*Within 3 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Collect quotation and pay prescribed fees		

	Witness beacon identification/replacement	*Within 2 days*	
Requirements - *Proof of payment of prescribed fees* - *Ownership documents*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Approval for Erection of Bill Board			*Within 6 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Witness Inspection	*Within 3 days*	
	Collect Quotation and pay prescribed fees	*Within 1 day*	
	Collect Approval to erect bill board	*Within 1 day*	
Requirements - *Proof of payment* - *Structural drawings*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
7. Recommendation letter for modification of layout 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 Eight copies of layout plan done by registered planner)*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Demolition Permit			*Within 7 days*
Clients: *General Public*	*Submit request*	*Within 1 day*	
	Pay prescribed		
	Witness Inspection	*Within 1 day*	

	Collect Demolition Permit	*Within 5 days*	
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 demolition)*			

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 Committees/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 8 days*
Clients: *General Public*	*Submit Duly Completed Application Form*	*Within 1 day*	
	Attend Interviews	*Within 5 days*	
	Sign and collect Agreement and pay prescribed fees	*Within 2 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 Lockup shops			*Within 67 days*
Clients:	*Submit request*	*Within 1 day*	
	Witness Inspection	*Within 5 days*	
	Collect Quotation and pay prescribed fees	*Within 1 day*	
	Collect Offer letter	*Within 60 days*	
Requirements - *Proof of payment of prescribed fees* - *NRC* - *Contract of Sale (where applicable)*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
4. Skills Training			*Within 6 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*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
5. Early Childhood Education			*Within 3 years* **Certificate will be collected from Ministry of Education*
Clients: *General Public*	*Submit Duly Completed Application Form*	*Within 1 day*	
	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* *Within 5 days for annual subscribers*
Clients: *General Public*	*Submit/request Duly Completed Application Form*	*Within 1 day*	
	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 Citizens and Foreigners Resident in Zambia*	*Submit application*	*Within 1 day*	
	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 from a Government medical facility*
- *Police clearance*
- *Consent from child's parent/relative/guardian where applicable*
- *Certificate of attendance of counselling sessions*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Adoption (Inter- Country)			*Within 237 days*
Clients: *Non-Zambians and Zambians living 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			*Within 1 day*
Clients: *Survivors of GBV/human trafficking and the general public*	*Submit notification of suspected GBV*	*Within*	
	Undergo Assessment		
	Re-locate to shelter		

Requirements

- *Identification documents (where applicable)*

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
11. 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***
12. Social Assistance/Empowerment Programmes			*Within 36 days*

Clients: *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*	*Submit request (where applicable)*	*Within day*	
	Undergo assessment	*Within 5 days*	
	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***
13. Child Protection Services			*Within 25 days*
Clients: *Persons under the age of eighteen (18) years, members of the general public*	*Submit suspected child abuse report*	*Within 1 day*	
	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***
14. 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***
15. 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***
16. 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*			

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 of prescribed fees* - *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 of prescribed fees* - *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 of prescribed fees* - *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 old operators/renewal)* - *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 licence		
Requirements - *Proof of citizenship (NRC/Passport)* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
6. Fingerling production and distribution certificate			*Within 21 days*
Clients: *Fingerling Hatcheries, Research Institutions*	*Submit application*	*Within 1 day*	
	Attend site inspections	*Within 14 days*	
	Collect certificate	*Within 6 days*	
Requirements: - *Environmental Impact Assessment report from Zambia Environmental Management Agency (ZEMA) (where necessary)* - *Proof of ownership of land* - *Standard operational Plan*			
Service Type	***Vital Steps***	***Standard of Service***	***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 from Surveyor of Vessels* - *Proof of submission of fishing returns* - *Copy of previous fishing license (for old operators/renewal)* - *Proof of payment of prescribed fees* - *Copy of identification card*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
8. Aquaculture Assessment Report			*Within 15 days*
Clients: *Aquaculture farmers*	*Submit proposal for establishment of aquaculture facility*	*Within 1 day*	
	Witness site visit	*Within 2 days*	
	Collect final assessment report	*Within 12 days*	
Requirements - *Provision of Logistics for the field work (where necessary)* - *Proof of land ownership* - *Water permit from Water Resources Management Authority (WARMA)* - *Business plan (where necessary)*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
9. Aquaculture Establishment Report			*Within 31 days*
Clients: *Fish Farmers*	*Make a request*	*Within 1 day*	
	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 translocation of aquatic species			*Within 14 days*
Clients:	*Submit application for*	*Within 1 day*	

Aquaculture entrepreneurs, researchers, Training Institutions, and Investors .	*introduction /translocation*		
	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, 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. 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* - *Proof of payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***

14. 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***
15. Sanitary Certificate			*Within 10 days*
Clients: *Hatchery owners, poultry farmers, general public, Owners of abattoirs and slaughter slabs processing plants*	*Submit request*	*Within 1 day*	
	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***
16. Animal Health Certificate			*Within 10 days*
Clients: *Animal owners, traders and general public*	*Submit request*	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	Witness inspection	*Within 2 days*	
	Collect certificate	*Within 6 days*	
Requirements - *Proof of Payment of prescribed fees*			
Service Type	***Vital Steps***	***Standard of Service***	***Duration***
17. Animal Identification (Brand) Certificate			*Within 12 days*
Clients: *Owners of animals*	*Submit duly completed application form*	*Within 1 day*	
	Pay prescribed fees	*Within 1 day*	
	collect brand certificate	*Within 10 days*	
Requirements - *Duly completed Brand Application form* - *Proof of payment of prescribed fees*			

Service Type	***Vital Steps***	***Standard of Service***	***Duration***
18. 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***
19. Vaccination of Livestock against Management Diseases			*Within 3 days*
Clients: *Owners of animals*	*Make a request*	*Within 1 day*	
	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***
20. 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***
21. Vaccination of animals against diseases of National Economic Importance			*Within 7 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***
22. Scheduled vaccination of Animals against Diseases	*As scheduled (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***
23. 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***
24. Fisheries and Livestock Training			*Within 11 days*
Clients: *Small Scale Farmers*	*Submit request*	*Within 1 day*	
	Pay prescribed fees		
	Attend Training and Collect Certificate of Attendance	*Within 10 days*	
Requirements - *Written 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 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 with disabilities;*
- *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:

Town Clerk,
Kalulushi Municipal Council,
Civic Centre, Independence Avenue
P.O. Box 260400
KALULUSHI

Telephone *: +260212733593*
Fax ***:****+260212731759*
Email *: admin@kalulushicouncil.gov.zm*
Website *: www…*
Facebook *: Kalulushi Municipal 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. The number to call for emergency cases is 0970004593

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 ten (10) 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 Annual Report.*