



REPUBLIC OF ZAMBIA

SERVICE DELIVERY CHARTER

FOR

Communication should be addressed to
Office of the Council Secretary



In reply please quote
NTC

NALOLO TOWN COUNCIL

CIVIC CENTRE

P.O BOX 920098
Nalolo Western Province, Zambia

Prepared by:

Nalolo Town Council
NALOLO

June2025

TABLE OF CONTENTS

FOREWORD.....	2
1.0 PURPOSE OF THIS CHARTER	4
2.0 VISION AND MISSION	4
2.1 VISION	4
2.2 MISSION	4
3.0 CORE VALUES.....	4
4.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US.....	2
5.0 STANDARDS OF SERVICE DELIVERY	5
6.0 OUR OTHER STANDARDS.....	37
7.0 CLIENT RIGHTS AND OBLIGATIONS	38
8.0 HOW TO COMPLAIN AND COMPLIMENT	38
9.0 FEEDBACK MECHANISM	39
10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE	39

FOREWORD



I am delighted to launch the Service Delivery Charter for Nalolo Town Council. This Service Delivery Charter is a commitment to the provision of quality services to you the people of Nalolo District. The Charter outlines the core services and the standard of service provision by Nalolo Town Council.

The Charter outlines how our clients can lodge complaints and concerns whenever our services do not meet the standards outlined herein. It also provides a platform for feedback whenever our services meet your expectations.

It is, therefore, greatly hoped that with this Charter, our clients will receive quality services. The Local Authority is committed to effective and efficient service delivery.

I, therefore, recommend that this Charter be used as a tool for enhancing constructive dialogue and smoother interface between you our clients and Nalolo Town Council.

A handwritten signature in blue ink, appearing to read 'L. Kolyokolyo'.

Limakazo Kolyokolyo
COUNCIL CHAIRMAN

EXECUTIVE SUMMARY



In line with the vision of the Local Authority “A thriving, sustainable and resilient community with equitable access to quality services, infrastructure and opportunities by 2034” Nalolo Town Council has launched this client Service Delivery Charter which contains commitments on service delivery and therefore constitutes a social contract between the Local Authority and the residents of Nalolo District.

The Charter outlines our commitment to deliver excellent services to our clients. It highlights our vision, mission and the values that guide in the provision of quality services. The Charter will empower you our clients to hold the Local Authority accountable for the quality of the services that we provide.

The Charter outlines our commitments and responsibilities and also specifies the obligations of our clients in order to enable Nalolo Town Council to uphold service commitments. This Charter is a living document and will be revised as and when need arises. As Chief Executive Officer of the Local Authority, I pledge my commitment to ensure that this document is brought to life.

I therefore, encourage you to challenge our staff to live up to the commitments made in this Charter.

A handwritten signature in blue ink, which appears to read 'Falantino Mweemba'. The signature is written in a cursive style.

Falantino Mweemba
COUNCIL SECRETARY

1.0 PURPOSE OF THIS CHARTER

- *To enhance your awareness of the type of services that Nalolo 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 thriving, sustainable and resilient community with equitable access to quality services, infrastructure and opportunities by 2034”

2.2 MISSION

“To provide social services effectively efficiently and sustainably to the residents of Nalolo District.”

3.0 CORE VALUES

The enduring core values of Nalolo Town Council are:

i. Pro-activeness

We will endeavour to serve, intervene or control an expected occurrence or situation in our delivery of services

ii. Excellence

We will always be diligent, committed, efficient and effective in the execution of our duties, providing a service next to none.

iii. Integrity

We will put Local authority obligations above our personal interests and conduct ourselves in a manner that is beyond reproach.

iv. Accountability

We will be responsible to the Council and the public for the decisions and actions taken, and submit to whatever scrutiny is appropriate to one office.

v. Transparency

We will act visibly, predictably and understandably to promote participation and accountability

vi. Confidentiality

We will be trustworthy by not revealing or disclosing privileged information to unauthorised personnel.

vii. Collaboration

We shall cooperate with others and work to the best of our abilities to foster unity of purpose.

viii. Impartiality

We shall be objective and rational in the execution of our duties. We will treat everyone equally, respectfully and fairly without prejudice or favour.

4. 0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, Nalolo 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:

- *Public Health Services*
- *Primary Health Care 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. Pontoon Services			<i>Within 45 minutes</i>
Clients: General Public, Motorists	Pay prescribed fees	<i>Within 5 minutes</i>	<i>*Pontoon Crossing will be provided immediately for Essential Government Service Providers, Hearses and Ambulances</i>
	Board Pontoon	<i>Within 30 minutes</i>	
	Disembark	<i>Within 10 minutes</i>	
Requirements			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees (Motorists) - Proof of exemption (for exempted motorists) 			
Service Type	Vital Steps	Standard of Service	Duration
2. Road Infringement Permit			<i>Within 7 days</i>
Clients: General Public and Institutions	Submit request	<i>Within 1 day</i>	
	Witness assessment	<i>Within 5 days</i>	
	Pay prescribed fees		
	Collect Road Infringement Permit	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees - Construction design - Method of construction 			
Service Type	Vital Steps	Standard of Service	Duration
3. Excavation Permit			<i>Within 7 days</i>
Clients: Utility Companies, Institutions and the general public	Submit request	<i>Within 1 day</i>	
	Witness assessment	<i>Within 5 days</i>	
	Pay prescribed fees		
	Collect Excavation Permit	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - 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>
4. Road Closure Permit			<i>Within 7 days</i>
Clients: <i>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>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Road Closure Permit</i>	<i>Within 4 days</i>	

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

LEGAL SERVICES UNIT

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Liquor Licence			<i>Within 67 days</i>
Clients: <i>Business Houses, General Public</i>	<i>Submit notice of intention of application</i>	<i>Within 1 day</i>	
	<i>Submit duly completed application form for liquor licence</i>	<i>Within 20 days</i>	
	<i>Witness Inspection</i>	<i>Within 5 days</i>	
	<i>Attend Interview</i>	<i>Within 20 days,</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Liquor Licence</i>	<i>Within 20 days</i>	
	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 21 days (ordinary)
Clients: General Public	Submit request and duly completed Registrar General Form	Within 1 day	Within 14 days (Express) *Marriage should take place within 90 days of the issuance of notice
	Attend counselling session	Within 5 days	
	Submit duly completed form C	Within 21 days (ordinary)	
	Pay prescribed fees	Within 14 days (Express)	
	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)

Service Type	Vital Steps	Standard of Service	Duration
3. Recommendation for Gazetting			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	Submit application	Within 1 day	

<i>Public</i>	<i>Attend Interviews</i>	<i>Within 20 days</i>	
	<i>Collect demand letter</i>	<i>Within 60 days</i>	
	<i>Collect extract Minutes of Committee & Council</i>		
	<i>Pay prescribed fees</i>		
	<i>Collect recommendation letter</i>	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Passport size photos</i> - <i>NRC/Certificate of Incorporation</i> - <i>Tax Clearance certificate (if Applicable)</i> - <i>Proof of payment of prescribed fees</i> - <i>Zambia Development Agency Investment certificate (Investors)</i> - <i>Resident/Work Permit (Non-Zambians)</i> 			
Service Type	Vital Steps	Standard of Service	Duration
5. Security of Land /Properties Documents (Land falling within the jurisdiction of the Municipality)			<i>Within 1 day</i>
Clients: <i>Financial Institutions</i>	<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 ownership</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
6. Placement/Removal of Caveat			<i>Within 1 day</i>
Clients: <i>General Public</i>	<i>Submit duly completed application form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fee</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
7. Fire Arm Licence			<i>Within 1 day</i>
Clients: <i>General</i>	<i>Submit Duly</i>	<i>Within 1 day</i>	

<i>Public</i>	<i>Completed Fire Arm Book</i>		
	<i>Pay prescribed fee</i>		
	<i>Collect Fire Arm Licence</i>		

Requirements

- *Fire Arm Certificate*
- *Proof of payment of prescribed fees*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
---------------------	--------------------	----------------------------	-----------------

8. Registration of Judgement/Order/Letters of Administration/Probate & other registrable documents (Land matters)

Within 3 days

<i>Clients: General Public</i>	<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

- *Proof of payment of prescribed fees*
- *Document to be registered*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
---------------------	--------------------	----------------------------	-----------------

9. Occupancy Licence

Within 7 days

<i>Client: General Public</i>	<i>Collect Occupancy Licence</i>	<i>Within 7 days</i>	
-------------------------------	----------------------------------	----------------------	--

Requirements

- *Recommendation*
- *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)*

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
10. Business Permit			<i>Within 1 week</i>
<i>Clients: Business</i>	<i>Get quotation from</i>	<i>Within 1 day</i>	

<i>Houses, General Public</i>	<i>pay point at Finance Department</i>		
	<i>Make full Payment of the amount that has been quoted</i>	<i>Within 1 day</i>	
	<i>Fill in the application for that has been issued upon full payment of the Business permit</i>	<i>Within 1 day</i>	
	<i>Submit the application form to legal Department which is located at Fire Brigade in Kapufi</i>	<i>Within 1 day</i>	
	<i>Collect the Certificate</i>	<i>Within 3 days</i>	
Requirements:			
- <i>Proof of payment for the Business Permit</i>			

DEPARTMENT OF PUBLIC HEALTH SERVICES

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Solid Waste Collection			<i>Within 4 days</i>
Clients: <i>Business Owners, Institutions and the General Public</i>	<i>Submit application</i>	<i>Within 1 day</i>	<i>*Solid waste will be collected on a weekly basis</i>
	<i>Witness inspection</i>	<i>Within 1 day</i>	
	<i>Collect quotation</i>		
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Sign Contract</i>	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Suitable solid waste receptacle for organic, recyclable and non-organic materials</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
2. Disinfection/Pest and Vector Control			<i>Within 3 days</i>
Clients: <i>Institutions, General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Witness assessment</i>	<i>Within 1 day</i>	
	<i>Collect quotation</i>		
	<i>Pay prescribed fees</i>		
	<i>Present premises for Disinfection/pest and vector control</i>	<i>Within 1 day</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>
3. Burial /Cremation Permit			<i>Within 30 minutes</i>
Clients: <i>General Public</i>	<i>Present Medical Certificate of Cause of Death/BID Certificate</i>	<i>Within 30 minutes</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Burial /Cremation Permit</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> 			

- Authority to cremate – form 6
- Brought in Dead Certificate
- Certificate for the cause of death
- NRC of the deceased (where applicable) and Identification Documents for Informant

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
4. Burial Space			<i>Within 1 day</i>
Clients: <i>General</i> <i>Public</i>	<i>Present burial permit</i>	<i>Within 1 day</i>	
	<i>Present proof of payment</i>		
	<i>Witness allocation of burial space</i>		

Requirements

- Proof of payment of prescribed fees
- Burial permit

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
5. Body Transfer Permit			<i>Within 1 day</i>
Clients: <i>General</i> <i>Public</i>	<i>Present Medical Certificate of Cause of Death/BID Certificate</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Body Transfer permit</i>		

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

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. 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

- 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

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
7. 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>Pay prescribed fees</i>		
	<i>Collect Tombstone Installation Permit</i>		
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Burial permit</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
8. Burial Space Reservation			<i>Within 3 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Select Site</i>	<i>Within 2 days</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect receipt</i>		
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Copy of NRC</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
9. Replacement of burial permit			<i>Within 15 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect burial permit</i>	<i>Within 14 days</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Letter of appointment as Administrator</i> - <i>Affidavit/Copy of NRC for the deceased</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
10. Certificate of Compliance (Health Permit)			<i>Within 11 days</i>
Clients: <i>Business</i> <i>Houses</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness Inspection</i>	<i>Within 5 days</i>	
	<i>Collect Compliance Certificate</i>	<i>Within 5 days</i>	
<p><i>*Certificate of Compliance Permit (Health Permit) will be issued upon satisfying provisions of public health regulations</i></p>			
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> 			

<i>- Food Handler's Certificate (where applicable)</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
11. Food Handlers Certificate			<i>Within 3 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit duly</i> <i>completed medical</i> <i>examination form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Food</i> <i>Handler's Certificate</i>	<i>Within 2 days</i>	
Requirements			
<ul style="list-style-type: none"> <i>- Proof of payment of prescribed fees</i> <i>- Medical examination report</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
12. Dog Registration Certificate			<i>Within 1 day</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit request and</i> <i>copy of vaccination</i> <i>certificate</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Dog</i> <i>Registration</i> <i>Certificate and tag</i>		
Requirements			
<ul style="list-style-type: none"> <i>- Proof of vaccination</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>
13. Dog Elimination			<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>Witness Dog</i> <i>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>
14. Occupation Certificate			<i>Within 4 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit duly</i> <i>completed</i> <i>application form</i>	<i>Within 1 day</i>	
		<i>Witness Inspection</i>	<i>Within 1 day</i>

	<i>Pay prescribed fees</i>		
	<i>Collect Occupation Certificate</i>	<i>Within 2 days</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Approved building plans</i> - <i>Stage Inspection Report</i> 			
Service Type	Vital Steps	Standard of Service	Duration
15. Certification of Food for export			<i>Within 1 day</i>
Clients: <i>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> 			
Service Type	Vital Steps	Standard of Service	Duration
16. Food Handler's Training			<i>Within 8 days</i>
Clients: <i>General 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
17. Meat Transportation Permit			<i>Within 1 day</i>
Clients: <i>General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Permit</i>		
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Transportation vehicle</i> 			
Service Type	Vital Steps	Standard of Service	Duration
18. Meat Inspection Certificate			<i>Within 3 days</i>
Clients: <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 Inspection certificate</i>	<i>Within 1 day</i>	

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
19. Bulk/Special Waste Collection			<i>Within 5 days</i>
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			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees 			

Service Type	Vital Steps	Standard of Service	Duration
20. Burial Site Identification/ Replacement of Burial Permit			<i>Within 5 days</i>
Clients: General Public	Submit Request	Within 1 day	
	Collect Quotation		
	Pay Prescribed fees		
	Access Burial Site/Collect Permit	Within 4 days	

Requirements			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees - Burial Permit 			

Service Type	Vital Steps	Standard of Service	Duration
11. Extension of Hours			<i>Within 4 days</i>
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			
<ul style="list-style-type: none"> - Valid Liquor Licence - Proof of payment of prescribed fees 			

DEPARTMENT OF PUBLIC HEALTH SERVICES - DISTRICT HEALTH OFFICE

1. Environmental Health Services

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
21. Water Quality Services			<i>Within 2 days</i>
<i>Clients: HF and General Public</i>	<i>Submit Request</i>	<i>Within 2 days</i>	
	<i>Present water point to collect water sample</i>		
Requirements <i>- Proof of Payments</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
22. Occupational Health			<i>Within 1 day</i>
<i>Clients: HF and General Public</i>	<i>Report Occupational complaint</i>	<i>Within 1 day</i>	
	<i>Present institution for assessment</i>		
Requirements <i>- Institution within catchment area</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
23. Inspection of premises			<i>Within 1 day</i>
<i>Clients: HFs and General Public</i>	<i>Submit request for inspection of premises</i>	<i>Within 1 day</i>	
	<i>Identify premises</i>		
Requirements <i>- Institution within catchment area</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
24. Food sampling			<i>Within 30 days</i>
<i>Clients: General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Present food premises</i>	<i>Within 30 days</i>	
	<i>Consent sampling</i>		

	<i>and analysis</i>		
	<i>Present findings</i>	<i>Within 30 days</i>	
Requirements			
- <i>Food premises within the catchment area</i>			

2. Surveillance

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
25. Case Detection			<i>Within 1 day</i>
Clients: <i>General Public</i>	<i>Report Suspected cases</i>	<i>Within 24hrs</i>	
	<i>Describe signs and symptoms</i>		
	<i>Present Household/village</i>	<i>Within 24 hrs</i>	
	<i>Present findings</i>	<i>Within 1 days</i>	
Requirements			
- <i>Identification of unusual/strange event or happenings</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
26. Case Investigation			<i>Within 3 days</i>
Clients: <i>General Public</i>	<i>Identify affected HH, premises, Village</i>	<i>Within 1 day</i>	
	<i>Collect samples</i>		
	<i>Analyse sample/specimen</i>	<i>Within 1 day</i>	
	<i>Identify presenting disease</i>	<i>Within 2 days</i>	
Requirements			
- <i>Receptive Community/population</i>			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
27. Respond to epidemic			<i>Within 7 day</i>
Clients: <i>General Public</i>	<i>Report presenting cases from the community</i>	<i>Within 7 day</i>	
	<i>Adhere to preventive and treatment guidelines</i>		
	<i>Accept existence of epidemic</i>		

Requirements

- Community engagement

3. Maternal and Child Health Services

Service Type	Vital Steps	Standard of Service	Duration
28. Maternal Health Services			<i>Between 15 and 49 years</i>
Clients: Women of child bearing age in the General Public	Access ANC services within 14 weeks of pregnancy	Within 14 day	
	Access PNC care services within 6 weeks	Within 6 weeks	
	Access cervical cancer screening	As soon as possible	
	Access Family Planning services	Immediately after child birth	
	Deliver from the health facility	All the time	
Requirements			
- Residence in the target catchment area			
Service Type	Vital Steps	Standard of Service	Duration
29. Child health services			<i>Within 59 weeks</i>
Clients: General Public with children under-five	Access immunization services	At birth, 4wks, 6wks, 2mths, 3mths, 4mths, 9mths and 18mths	
	Access weighing services	Every month	
	Access micro-nutrient supplements for children	At 6 weeks, and after every 6 months	
	Access de-worming services	At 9 months	
Requirements			
- Residence in the target catchment area			
Service Type	Vital Steps	Standard of Service	Duration
30. Malaria Services			<i>Within a lifetime</i>
Clients: General Public	Have your house sprayed against	Every year	

	<i>mosquitoes</i>		
	<i>Sleep under a LLIN</i>	<i>Every night</i>	
	<i>Adhere to malaria treatment</i>	<i>During sickness</i>	
	<i>All pregnant women to take IPT</i>	<i>Every 4 weeks</i>	
	<i>Adhere to treatment guidelines</i>	<i>During sickness</i>	
Requirements			
- <i>Receptive community</i>			

4. Health Promotion Services

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
31. Health promotion			<i>A life time</i>
<i>Clients: General Public</i>	<i>Adhere to information given on communicable disease</i>	<i>Within a life time</i>	
	<i>Adhere to information given on non-communicable disease</i>	<i>Within a life time</i>	
	<i>Adhere to information given on Environmental health</i>	<i>Within a life time</i>	
	<i>Adhere to information given on MCH services</i>	<i>Within a life time</i>	
	<i>Adhere to information given on Nutrition services</i>	<i>Within a life time</i>	
	<i>Adhere to information given on</i>	<i>Within a life time</i>	
	<i>Adhere to information given on different Envi. health</i>	<i>Within a life time</i>	
Requirements			
- <i>Receptive community</i>			

DEPARTMENT OF PLANNING

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
1. Development /Variation Permit (Ordinary)			<i>Within 29 days</i>
<i>Clients: General Public</i>	<i>Submit duly completed application form and Building Plan</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fee</i>		
	<i>Collect Receipt</i>		
	<i>Collect Development Permit</i>	<i>Within 28 days</i>	
Requirements			
<ul style="list-style-type: none"> - <i>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)</i> - <i>Proof of payment of prescribed fees</i> - <i>Four copies of building plan</i> - <i>Development Permit (for applicants of the Variation Permit)</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
2. Development Permit (Major Development)			<i>Within 90 days</i>
<i>Clients: General Public and MPSAs</i>	<i>Submit duly completed application form and Building Plan</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Witness Inspection</i>	<i>Within 5 days</i>	
	<i>Collect Development Permit</i>	<i>Within 84 days</i>	
Requirements			
<ul style="list-style-type: none"> - <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 fees</i> - <i>Four copies of building plan</i> - <i>Decision Letter from Zambia Environmental Management Agency (where applicable)</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
3. Subdivision/Consolidation of Land			<i>Within 96 days</i>

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			
<ul style="list-style-type: none"> - 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			
<ul style="list-style-type: none"> - 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/replace ment	Within 2 days	
Requirements			
<ul style="list-style-type: none"> - Proof of payment of prescribed fees - Ownership documents 			

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
6. Recommendation Letter for Land Tenure Conversion			<i>Within 92 days</i>
<i>Clients: 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 conversion 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>Location Plan drawn by Registered Planner</i> - <i>Consent Letter from the Chief</i> - <i>Land Conversion Regulation Forms I, II and III</i> - <i>Project Proposal for Land which is more than 250 hectares</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
7. Approval for Erection of Bill Board			<i>Within 6 days</i>
<i>Clients: General Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Witness Inspection</i>	<i>Within 3 days</i>	
	<i>Collect Quotation and pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Approval to erect bill board</i>	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment</i> - <i>Structural drawings</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
8. Recommendation letter for modification of lay out plan			<i>Within 92 days</i>
<i>Clients: 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			

- 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)

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
9. Demolition Permit			<i>Within 7 days</i>
Clients: <i>General</i> <i>Public</i>	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed</i>		
	<i>Witness Inspection</i>	<i>Within 1 day</i>	
	<i>Collect Demolition Permit</i>	<i>Within 5 days</i>	
Requirements			
- Proof of payment of prescribed fees			

DEPARTMENT OF PLANNING

<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 Committees/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>Clients:</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</i>	<i>Within 1 day</i>	

	<i>fees</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> 			
Service Type	Vital Steps	Standard of Service	Duration
4. Skills Training			<i>Within 4 months (short term courses)</i>
Clients: <i>General Public</i>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	<i>Within 1 year, 1 month (long term courses)</i>
	<i>Pay Prescribed Fees</i>	<i>Within 1 day (short courses)</i> <i>Within 10 days (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> 			
Service Type	Vital Steps	Standard of Service	Duration
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>
Clients: General Public	Submit/request Duly Completed Application Form	Within 1 day	<i>Within 5 days for annual subscribers</i>
	Pay prescribed fees		
	Access Library		
	Collect Membership Card	Within 4 days	
Requirements			
<ul style="list-style-type: none"> - 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
12. Occupancy Licence			<i>Within 12 days</i>
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	
Requirements			
<ul style="list-style-type: none"> - 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) 			

Service Type	Vital Steps	Standard of Service	Duration
7. Hire of open ground			<i>Within 4 days</i>
Clients: General Public	Submit Duly Completed Application Form	Within 1 day	
	Attend Interviews	Within 2 days	
	Sign and collect Agreement and pay	Within 1 days	

	<i>prescribed fees</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> 			

Service Type	Vital Steps	Standard of Service	Duration
8. 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> - <i>Reference letter from a person of good standing in society</i> 			
Service Type	Vital Steps	Standard of Service	Duration
9. 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

- 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
10. 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

Service Type	Vital Steps	Standard of Service	Duration
11. Shelter for survivors of Gender Based Violence (GBV) /Human Trafficking			<i>Within 1 day</i>

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
12. Admission to Old People's Homes			Within 28 days
Clients: Persons aged 65 years and above	Submit request	Within 1 day	
	Undergo assessment	Within 5 days	
	Relocate to home	Within 22 days	
Requirements - Identification documents (where applicable)			
Service Type	Vital Steps	Standard of Service	Duration
13. 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
14. 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,	Submit request (where applicable)	Within day	
	Undergo assessment	Within 5 days	
	Collect social support/Empowerment	Within 30 days	

<i>Households of more than seven members, House hold with children under 5 years of age, Household headed by unemployed youths</i>			
Requirements			
<ul style="list-style-type: none"> - Identification documents - Police report (where applicable) - Medical Report (where applicable) - Disability Certificate (where applicable) 			
Service Type	Vital Steps	Standard of Service	Duration
15. Child Protection Services			<i>Within 25 days</i>
Clients: <i>Persons under the age of eighteen (18) years, members of the general public</i>	<i>Submit suspected child abuse report</i>	<i>Within 1 day</i>	
	<i>Undergo assessment</i>		
	<i>Relocate to secure place (where applicable)</i>		
	<i>Receive feedback on investigations</i>	<i>Within 4 days</i>	
	<i>Receive Referral to appropriate service provider</i>	<i>Within 20 days</i>	
Requirements			
<ul style="list-style-type: none"> - Provide contact details 			
Service Type	Vital Steps	Standard of Service	Duration
16. Life Skills Training			<i>Within 149 days</i>
Clients: <i>General public</i>	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Collect Acceptance</i>	<i>Within 20 days</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Attend lessons</i>	<i>Within 120 days</i>	
	<i>Collect Transcript of results</i>	<i>Within 7 days</i>	
Requirements			
<ul style="list-style-type: none"> - Prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration

17. Functional literacy training			<i>Within 24 days (short term)</i>
Clients: General public	<i>Register</i>	<i>Within 1 day</i>	<i>Within 2 years, 24 days (long term)</i>
	<i>Attend Classes</i>	<i>Within 14 days (short term)</i> <i>Within 2 years (long Term)</i>	
	<i>Collect Certificate of achievement</i>	<i>Within 7 days</i>	
Requirements - Nil			
Service Type	Vital Steps	Standard of Service	Duration
18. Self Help Initiatives Support			<i>Within 33 days</i>
Clients: Community Groups	<i>Submit application</i>	<i>Within 1 day</i>	
	<i>Undergo Appraisal</i>	<i>Within 2 days</i>	
	<i>Receive Terms of Agreement and commence project implementation</i>	<i>Within 30 days</i>	
Requirements - Proof of 25% materials intended for the project - Minutes of Community Group meetings - Project plan - Bill of Quantities - Certificate of registration - Provision of labour			
Service Type	Vital Steps	Standard of Service	Duration
19. Micro Credit Facility			<i>Within 23 days</i>
Clients: Women Entrepreneurs and Vulnerable women	<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 - Should have a cell phone - Proof of community residence - Provide social collateral - Green National Registration Card			

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 of prescribed fees</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>Commercial Fishers</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 licence</i>	<i>Within 28 days</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Duly completed application Form</i> - <i>Copy of previous licence</i> - <i>Catch returns</i> - <i>Copy of identification card</i> 			
Service Type	Vital Steps	Standard of Service	Duration
3. Special Fishing Licence			<i>Within 14 Days</i>
Clients: <i>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 of prescribed fees</i> - <i>Duly completed application Form</i> - <i>Copy of identification card</i> 			
Service Type	Vital Steps	Standard of Service	Duration
4. Artisanal fishing licence			<i>Within 1 day</i>
Clients: <i>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> 			

- Copy of identification card			
Service Type	Vital Steps	Standard of Service	Duration
5. Angling licence			<i>Within 1 day</i>
Clients: <i>General public</i>	<i>Make request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fee</i>		
	<i>Collect Angling licence</i>		
Requirements			
<ul style="list-style-type: none"> - 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			<i>Within 21 days</i>
Clients: <i>Fingerling Hatcheries, Research Institutions</i>	<i>Submit application</i>	<i>Within 1 day</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"> - 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			<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"> - 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			<i>Within 15 days</i>
Clients: <i>Aquaculture</i>	<i>Submit proposal for establishment of</i>	<i>Within 1 day</i>	

<i>farmers</i>	<i>aquaculture facility</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> - <i>Water permit from Water Resources Management Authority (WARMA)</i> - <i>Business plan (where necessary)</i> 			
Service Type	Vital Steps	Standard of Service	Duration
9. Aquaculture Establishment Report			<i>Within 31 days</i>
Clients: <i>Fish Farmers</i>	<i>Make a request</i>	<i>Within 1 day</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"> - <i>Provision of Logistics for the field work</i> - <i>Aquaculture Assessment Report</i> 			
Service Type	Vital Steps	Standard of Service	Duration
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"> - <i>Proof of payment of prescribed fees</i> - <i>Details of the location of the farm (where applicable)</i> 			
Service Type	Vital Steps	Standard of Service	Duration
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:-			

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

<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
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</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
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> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
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 of prescribed fees</i> 			
<i>Service Type</i>	<i>Vital Steps</i>	<i>Standard of Service</i>	<i>Duration</i>
18. Transit Permit for Livestock and Livestock Products			<i>Within 5 working 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"> - <i>Import permit from importing country</i> - <i>Export permit from exporting country</i> 			

<ul style="list-style-type: none"> - 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: <i>Owners of animals, traders 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 and where applicable testing of animals</i>	<i>Within 5 days</i>	
	<i>Collect stock movement permit</i>	<i>Within 1 day</i>	
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: <i>Livestock owners, traders and general public</i>	<i>Submit application form</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect slaughter permit</i>	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - Avail animals - Proof of payment of prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration
21. Sanitary Certificate			<i>Within 10 days</i>
Clients: <i>Hatchery owners, poultry farmers, general public, Owners of abattoirs and slaughter slabs processing plants</i>	<i>Submit request</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 Test Report and Sanitary Certificate</i>	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - Written request - Proof of payment of prescribed fees 			
Service Type	Vital Steps	Standard of Service	Duration

22. Animal Health Certificate			<i>Within 7 days</i>
Clients: <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 <i>- Proof of Payment of prescribed fees</i>			
Service Type	Vital Steps	Standard of Service	Duration
23. Animal Identification (Brand) Certificate			<i>Within 4 days</i>
Clients: <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 <i>- Duly completed Brand Application form - Proof of payment of prescribed fees</i>			
Service Type	Vital Steps	Standard of Service	Duration
24. Laboratory test report for livestock and wildlife samples			<i>Within 10 days</i>
Clients: <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 <i>- Duly completed sample submission form - Proof of payment of prescribed fees</i>			
Service Type		Standard of Service	Duration
25. Chemical and toxicological analysis report			<i>Within 7 days</i>
Clients: <i>Livestock farmers, general public</i>	Vital Steps		
	<i>Submit duly completed form and sample</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect analysis report</i>	<i>Within 5 days</i>	
Requirements <i>- Duly completed application form - Provision of the sample - Proof of payment of prescribed fees</i>			
Service Type	Vital Steps	Standard of Service	Duration
26. Vaccines			<i>Within 1 day</i>

Clients: Livestock farmers, general public	<i>Make request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect the vaccines</i>		
Requirements			
<ul style="list-style-type: none"> - <i>Formal request</i> - <i>Proof of payment of prescribed fees</i> 			
Service Type	Vital Steps	Standard of Service	Duration
27. Vaccination of Livestock against Management Diseases			<i>Within 3 days</i>
Clients: Owners of animals	<i>Make a request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Vaccinated animal and vaccination certificate</i>	<i>Within 1 day</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Avail Animal for vaccination</i> 			
Service Type	Vital Steps	Standard of Service	Duration
28. Treatment of management diseases			<i>Within 5 days</i>
Clients: Owners of animals	<i>Submit request</i>	<i>Within 1 day</i>	
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect treatment report</i>	<i>Within 3 days</i>	
Requirements			
<ul style="list-style-type: none"> - <i>Proof of payment of prescribed fees</i> - <i>Avail Animal for treatment</i> - <i>Provision of logistics (where applicable)</i> 			
Service Type			Standard of Service
29. Vaccination of animals against diseases of National Economic Importance			<i>Within 7 days</i>
Clients: Owners of animals			
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		Duration/ Frequency	

30. Scheduled vaccination of Animals against Diseases		Refer to Statutory Instrument No. 24 of 2014	
Clients: Owners of animals			
Requirements - Avail animals for vaccination			
Service Type	Vital Steps	Standard Service	of Duration
31. Improved Livestock breeds			Within 3 days
Clients: General Public	Submit application form	Within 1 day	
	Pay prescribed fee	Within 1 day	
	Collect improved Livestock breed	Within 1 day	
Requirements - Application letter - Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard Service	of Duration
32. Artificial Insemination			Within 10 days
Clients: Livestock farmers, NGOs	Submit application	Within 1 day	
	Pay prescribed fees	Within 1 day	
	Present animals	Within 5 days	
	Collect insemination certificate	Within 3 days	
Requirements - Proof of payment of prescribed fees			
Service Type	Vital Steps	Standard Service	of Duration
33. 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 Service	of Duration
34. 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	Within 10 days	

	<i>Attendance</i>		
Requirements			
- <i>Written request</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 endeavor 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;*
- *If you have an appointment, you will be attended to within 10 minutes of your appointment time; and*
- *Without an appointment, we will endeavor 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, favors or inducements to our staff or solicit the same from them; and*
- *To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.*

8.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (complaints and compliments) about our officers and services. When complaining or complimenting we ask that you:

- *Provide personal details such as full names, phone number and address. This will enable us to respond to your complaint expeditiously.*
- *State clearly why you are happy or not happy with the service or conduct of our officers;*
- *State what you want to be rectified (if not happy); and*
- *Be honest.*

Feedback can be provided via telephone, email, website and letter or in person by visiting our offices at the address given below:

***The Council Secretary,
Nalolo Town Council,
Civic Centre, Muoyo Road,
P.O. Box 920098
NALOLO***

Phone : +260 776 671250
Email :
Website : www.nalolocouncil.gov.zm
Facebook : Nalolo Town Council - Official
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.

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 categorized by type and frequency of occurrence and what actions we took in our Annual Report.*