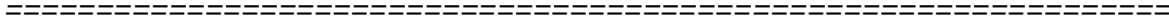




**REPUBLIC OF ZAMBIA**



**MPULUNGU TOWN COUNCIL**



***MPULUNGU TOWN COUNCIL  
SERVICE DELIVERY CHARTER***

***30<sup>th</sup> June 2024***

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*The Council Secretary  
Mpulungu Town Council  
P.O Box 120  
Mpulungu  
NORTHERN PROVINCE  
ZAMBIA*

*Milton. S. Sakala  
COUNCIL SECRETARY*

## **FOREWORD**

I wish to define service charter as a collective responsibility of a cooperate body that usually aims to making the responsibilities of organizations known to members of the public or clients. In short, it is a social contract between service providers and clients or customers.

The purpose of a service charter is to bind the service provider to the standards that have been set by the institution. I wish to explain that in addition to the above stated function, the service charter promotes transparent to service provision, as the charter requires the public officer to be open and provide relevant information to clients.

The departments, which participated in development of district service charter, have realised to formulate such important rules that will enhance service provision to members of the public in Mpulungu district through the devolved system enforced by United Party for National Development Government (UPND).

This means that the government has a clear vision to ensure that service providers enforce government policy efficiently.

The whole concept is aimed at ensuring that the gaps that exist between service providers and the general members of the public are eliminated,

We have come a long way since independence in 1964 where Service provision by civil and public service providers have some gaps due to none existence of standards and time-frame during which a demanded service should be provided.

In this document, all devolved government departments have indeed outlined their services that they render or ought to render to members of the public. The document also contains an outline of standards and durations for each of the particular service and by doing so making it known to members of the public of the durations every service is expected to be fully executed in.

The service charter also enshrines the expected requirements for each service to be implemented successfully by government Officers.

Finally, I urge all officers to adhere to the requirements of this service charter as it is aimed at providing guidelines for the Zambians who deserve quality and timely service provision.



*Deo Sichilengwe*

**COUNCIL CHAIRPERSON**

## PREFACE

The contents of The Service Charter are true reflection of the services public service officers are charged with in Mpulungu district. It provides mandatory functions that are charged to respective officers.

It may be silent in some functions provided in the district. However, the basic services have been addressed adequately.

I wish to mention that the objectives for the development of the service charter will be addressed.

The adherence to the same charter, will tremendously improve service provision to the extent of satisfying public expectations.

The delays and none responses to people needs shall be the thing of the past.

The charter also describes roles and responsibilities that each officer is expected to provide. It also provides a roadmap for supervision and overseeing officers' basic duties.



*Milton S. Sakala*  
**COUNCIL SECRETARY**

## **ACKNOWLEDGEMENT**

*We wish to thank all the people who contributed to the development of this service charter which have been long overdue.*

*Gratitude goes to the Ministry of Local Government and rural development for the initiation of the service charter and rendering training to officers at chalimbana training institute in Lusaka.*

*We also acknowledge heads of government departments for the active contributions with regard to provision of information during the development of the service charter for Mpulungu town council.*

*The process has not been easy but we had been resilient to ensure the service charter is provided.*

*We also acknowledge officers at grass root level for actively participating in the development of this service charter for Mpulungu town council.*

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## INTRODUCTION

Service charter development ensued immediately after the training of officers in various local authorities. The training began with municipal and city councils in 2023 and ended up with town councils in 2024.

The training programme was an initiative by the Ministry of local Government and rural development.

The theme of the training focused on orientation of technical staff on the skills and knowledge involved in development of Service charter for local authorities.

**The objective** of the training was to equip officers who participated with skills and knowledge **necessary** for the standardisation of service charters in Local authorities in Zambia.

### Background information

Service provision in several government departments has been characterised with gaps that usually leave communities with **dissatisfactions**.

These gaps have resulted in **failures in service delivery as several officers indulge themselves in malpractices** such as not been transparent and deliberate delays in provision of services for instance a service such as processing **licences and marriage certificates** demanded by members of the public.

The delays trigger corrupt **practices, fraud and bribery. Therefore, the service charters will definitely attempt to curb such practices by encouraging curtesy, openness and timely service delivery to members of the public in Mpulungu district.**

### *VISION Statements*

*The vision of the Council is to deliver client-centered Municipal services with emphasis on job creation, responsible planning for economic growth, infrastructure improvement, transport system and green environment.*

### *MISSION statements*

*The mission of the Council is to be creative and productive with focus on improved and equitable services by 2030.*

### *CORE VALUES*

*The enduring core values of Mpulungu Town Council are:*

- *Service to others*
- *Environmentalism*
- *Confidentially*
- *Zero tolerance to corruption*
- *Integrity*

- *Transparency and Accountability*

#### **WHAT OUR CLIENTS SHOULD EXPECT FROM US**

*In support of the above values, Mpulungu Town Council will endeavor continuously to improve the standards of the services we provide so as to meet clients' 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*

**DEPARTMENT OF ENGINEERING SERVICES**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fire Safety Certificate</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<i>Within 7 days</i>
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		
	<i>Attend Training</i>	<i>Within 3 days</i>	
	<i>Collect Fire Safety Certificate</i>	<i>Within 3 days</i>	

**Requirements:-**

- *Proof of payment of prescribed fees*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fire Certificate</b>	<i>Submit Application</i>	<i>Within 1 day</i>	<i>Within 7 days</i>
	<i>Witness Inspection</i>	<i>Within 2 days</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Fire Certificate</i>	<i>Within 3 days</i>	

**Requirements:-**

- *Proof of payment of prescribed fees*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fire Incidence Report</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<b>7 days</b>
	<i>Witness Assessment</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Fire Incidence Report</i>	<i>Within 4 days</i>	

**Requirements:-**

- *Proof of payment of prescribed fees*
- *Police Report*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Road Infringement Permit</b>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	<b>6 days</b>
	<i>Witness Assessment</i>	<i>Within 1 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Road Infringement Permit</i>	<i>Within 3 days</i>	

**Requirements: -**

- Proof of payment of prescribed fees
- Construction design
- Documentation of Method of Construction
- Property Title/Proof Ownership (where applicable)

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Excavation Permit</b>	Submit Request	Within 1 day	<b>5 days</b>
	Witness Assessment	Within 1 day	
	Collect Quotation and Pay Prescribed Fees	Within 1 day	
	Collect Excavation Permit	Within 2 days	

**Requirements: -**

- Proof of payment of prescribed fees
- Sketch Plan
- Reinstatement Plan
- Letter of Commitment to secure excavation site
- Decision letter from Zambia Environmental Management Authority (ZEMA0 (where applicable))
- Clearance from utilities companies

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Tree Cutting/Vegetation Control</b>	Submit request	Within 1 day	<b>5 DAYS</b>
	Witness Assessment	Within 1 day	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Witness Tree Cutting/Vegetation control	Within 1 day	

**Requirements: -**

- Proof of payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Road Closure Permit</b>	Submit Request	Within 1 day	<b>7 DAYS</b>
	Witness Inspection	Within 1 day	
	Collect Quotation	Within 1 day	
	Pay Prescribed Fees		
	Collect Road Closure Permit	Within 4 days	

**Requirements: -**

- *Proof of payment of prescribed fees*
- *Police Clearance*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Pontoon Services</b>	<i>Pay Prescribed Fees</i>	<i>Within 5 minutes</i>	<b>45minutes</b>
	<i>Board Pontoon</i>	<i>Within 30 Minutes</i>	
	<i>Disembark</i>	<i>Within 10 Minutes</i>	

**Requirements: -**

- *Proof of payment of prescribed fees*
- *Proof of exemption (for exempted motorists)*

**DEPARTMENT OF LEGAL SERVICES**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Marriage Certificate</b>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	<i>29days</i>
	<i>Attend Counselling</i>	<i>Within 5 days</i>	
	<i>Pay Prescribed Fees</i>	<i>Within 1 days</i>	
	<i>Attend Solemnisation Ceremony</i>	<i>Within 21 days (ordinary)</i>	
	<i>Submit Duly completed Form C</i>	<i>Within 1 day (special licence)</i>	
	<i>Collect Marriage Certificate</i>		
<p><b>Requirements: -</b></p> <ul style="list-style-type: none"> <li>- <i>Two people of opposite gender</i></li> <li>- <i>Applicant should be 18 years and above</i></li> <li>- <i>Consent by father/mother/guardian/high court for applicants less than 21 years</i></li> <li>- <i>Should be accompanied by at least one witness per party</i></li> <li>- <i>Identification Documentation for the parties</i></li> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <i>Copy of Divorce certificate/ Death Certificate of former spouse (where applicable)</i></li> <li>- <i>Affidavit (Special licence)</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Recommendation for Gazetting</b>	<i>Submit Application</i>	<i>Within 1 day</i>	<i>6 days</i>
	<i>Pay Prescribed Fees</i>		
	<i>Collect the Recommendation</i>	<i>Within 5 days</i>	
<p><b>Requirements: -</b></p> <ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <i>Proof of Ordination</i></li> <li>- <i>Identification Documentation</i></li> <li>- <i>Proof of ownership of the place of worship/Lease Agreement (where applicable)</i></li> <li>- <i>Certificate of incorporation (for places of worship)</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of Liquor Licence</b>	<i>Submit notice of intention of application</i>	<i>Within 1 day</i>	<i>28 days</i>
	<i>Submit Duly</i>	<i>Within 2 days</i>	

	<i>Completed Application Form</i>		
	<i>Attend Interviews (where applicable)</i>	<i>Within 14 days</i>	
	<i>Pay Prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect liquor Licence</i>	<i>Within 10 days</i>	

**Requirements: -**

- *Proof of payment of prescribed fees*
- *Police clearance report*
- *Proof of notice in Government gazette*
- *Premises health inspection report*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Extension of Trading Hours</b>	<i>Submit Application</i>	<i>Within 1 day</i>	<b>4 days</b>
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		
	<i>Attend Inspection</i>	<i>Within 2 days</i>	
	<i>Collect Extension of Hours Permit</i>	<i>Within 1 day</i>	

**Requirements: -**

- *Police Report*
- *Proof of payment of prescribed fees*
- *Valid Liquor Licence*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Recommendation Letter for Land Acquisition</b>	<i>Submit Application</i>	<i>Within 1 day</i>	<b>126 days 4 months 6 days</b>
	<i>Collect Quotation and Pay Prescribed Fees</i>	<i>Within 90 days</i>	
	<i>Attend Interviews</i>		
	<i>Collect demand notice</i>	<i>Within 30 days</i>	
	<i>Pay prescribed fees</i>		
	<i>Collect Recommendation Letter</i>	<i>Within 5 days</i>	

**Requirements: -**

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

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Registration of Judgement/Order/Letters of Administration/Probate &amp; other Registrable Documents (Land matters)</b>	Submit application and supporting documentation	Within 1 day	<b>3days</b>
	Collect Quotation and Pay prescribed fees	Within 1 day	
	Collect Registered Document	Within 1 day	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Document to be registered</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Security of Land /Property Documents (Land falling within the jurisdiction of the Town Council)</b>	Submit application	Within 1 day	<b>1 day</b>
	Pay prescribed fees		
	Collect Receipt		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of property ownership</li> <li>- Proof of payment of prescribed fees</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Placement/Removal of Caveat</b>	Submit Duly Completed application form	Within 1 day	<b>Within 24 hours</b>
	Pay prescribed fees		
	Collect Receipt		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of Vested Interest</li> <li>- Proof of payment of prescribed fees</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fire Arm Licence/Renewal of Fire Arm Licence</b>	Submit Duly Completed Fire Arm Book	Within 1 day	<b>1 day</b>
	Pay Prescribed Fees		
	Collect Fire Arm Licence		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Fire Arm Certificate</li> <li>- Proof of Payment</li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Occupancy Licence</b>	<i>Submit Duly Completed Application Form</i>	<i>Within 1 day</i>	<i>12 days</i>
	<i>Undergo Verification</i>	<i>Within 2 days</i>	
	<i>Collect Property Number</i>	<i>Within 1 day</i>	
	<i>Collect Quotation and Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Occupancy Licence</i>	<i>Within 7 days</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Proof payment of prescribed fees</i></li> <li>- <i>Copy of national Registration Cards (NRC) of property owner</i></li> <li>- <i>Passport size photo</i></li> <li>- <i>Attestation Letter from Councillor/ Ward Development Committees (WDCs)/Traditional Leader</i></li> <li>- <i>Certificate of incorporation (where applicable)</i></li> </ul>			

**DEPARTMENT OF HEALTH SERVICES**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Solid Waste Collection service</b>	Submit application	Within 1 day	4 days
	conduct Inspection (where applicable)	Within 1 day	
	Collect Quotation and sign agreement	Within 1 day	
	Pay Prescribed fees (where applicable)	Within 1 day	
<b>Requirements:-</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Availability of Suitable solid waste storage facilities</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Bulk/Special Waste Collection</b>	Submit request for waste collection	Within 1 day	5 days
	Conduct inspections and estimate quantities of waste		
	Collect quotation, pay prescribed fees	Within 1 day	
	Execute the required service	Within 3 days	
<b>Requirements:-</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of Certificate of Compliance (Health Permit)</b>	Submit duly completed formal Applications	Within 1 day	10 days
	Pay Inspection fees (where applicable)	Within 1 day	
	Conduct Inspection of premises	Within 5 days	
	Pay prescribed fees	Within 3days	
	Collect Certificate of Compliance (Health Permit)		
<b>Requirements:-</b>			
<ul style="list-style-type: none"> <li>- Food Handlers Certificate (where applicable)</li> <li>- Proof of payment of prescribed fees</li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Burial/Cremation Permit</b>	<i>Submit duly completed applications</i>	<i>Within 1 day</i>	<b>Within 24 hours</b>
	<i>Pay Prescribed fees</i>		
	<i>Collect Burial/Cremation Permit</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <i>Application for cremation with statutory declaration - form 1</i></li> <li>- <i>Certificate of medical attendant – form 2 (where applicable)</i></li> <li>- <i>Confirmatory medical certificate – form 3 (where applicable)</i></li> <li>- <i>Certificate after post-mortem examination – form 4 (where applicable)</i></li> <li>- <i>Magistrate’s certificate – form 5</i></li> <li>- <i>Authority to cremate – form 6</i></li> <li>- <i>Certificate for the cause of death</i></li> <li>- <i>Brought in Dead Certificate</i></li> <li>- <i>National registration Card(NRC) of the deceased (where applicable) and Identification Documents for Informant</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Burial Space</b>	<i>Submit request</i>	<i>Within 1 day</i>	<b>Within 24 hours</b>
	<i>Collect Quotation</i>		
	<i>Pay prescribed Fees</i>		
	<i>Access Burial Space</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <i>Burial Permit</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Burial Space Reservation</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<b>4 days</b>
	<i>Inspection of burial space</i>	<i>Within 2 day</i>	
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Sign Agreement</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Human Remains exhumation permit</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<b>18 days</b>
	<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>	
<b>Requirements:</b> <ul style="list-style-type: none"> <li>- Letter of Authority to exhume remains from the Minister of Health/Magistrate</li> <li>- Identification Documentation for the Applicant</li> <li>- Medical Cause of Death</li> <li>- Police clearance Report</li> <li>- Proof of payment of prescribed fees</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Body(corpse) transportation Permit</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<b>3 days</b>
	<i>Collect Quotation</i>		
	<i>Pay Prescribed fees</i>		
	<i>Conduct Inspection</i>	<i>Within 2 days</i>	
	<i>Collect Body Transfer Permit</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Medical Certificate of Cause of Death</li> <li>- National registration Card (NRC) for both the deceased and the informant</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Tombstone Installation Permit</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<b>Within 24 hours</b>
	<i>Collect Quotation</i>		
	<i>Pay Prescribed Fees</i>		
	<i>Collect Tombstone Installation Permit</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Burial Site permits</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<b>Within 24 hours</b>
	<i>Collect Quotation</i>		
	<i>Pay Prescribed fees</i>		
	<i>Access Burial Site</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> </ul>			

<ul style="list-style-type: none"> <li>- Burial Permit</li> <li>- National registration card (NRC) of the applicant</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Meat and other foods Transportation Permit</b>	Submit request	Within 1 day	<b>Within 24 hours</b>
	Pay prescribed fees		
	Conduct inspections		
	Produce permit		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Transportation vehicle</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of Building Occupation Certificate (jointly inspected and signed with building inspector)</b>	Record information in log book	Within 1 day	<b>9 days</b>
	Conduct inspections Of building	Within 3 days	
	Produce occupation certificates	Within 3 days where there is compliance	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Stage Inspection Certificate</li> <li>- Copies of building plans</li> <li>- Copies of application forms</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Food Handler's Training certificate</b>	Submit request	Within 1 day	8 days
	Pay prescribed fees		
	Attend Training	Within 7 days	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Food Handler's Certificate</b>	Collect food handlers medical examinations application forms	Within 1 day	<b>3 days</b>
	Collect Quotation		
	Pay Prescribed Fees		
	Collect Food Handlers Certificate	Within 2 days	

**Requirements: -**

- Medical Certificate from reputable health facilities preferably District or general hospitals
- -Proof of payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Dog Registration Certificate</b>	Submit duly completed Application	Within 1 day	<b>4days</b>
	Collect Quotation and Pay Prescribed fees	Within 1 day	
	Inspection of premises where dogs are reported to be kept	Within 2 days	
	registration		

**Requirements: -**

- Proof of payment of prescribed fees
- Copy of Dog rabies vaccination status
- Well marked dog collar with identification codes
- Premises should be fenced with wire fence, wall fence, brick wall fence and should have well secured gate
- Pet must be Aged 3 months and over

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Dog Elimination</b>	Submit request	Within 1 Day	<b>3days</b>
	Pay prescribed fees		
	Dog eliminate nuisance dog	<b>Within 2 days</b>	

**Requirements: -**

- Dog registration certificate
- Proof of payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Health permits for Food for Export</b>	Submit Request	Within 1 day	<b>Within 24 hours</b>
	Pay Prescribed fees		
	Conduct Inspection		

**Requirements: -**

- Proof of payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Health permit for</b>	Submission of duly	Within 1 day	<b>Within 5 days</b>

<b>Public gathering</b>	<i>signed applications</i>		
	<i>Conduct premises inspections</i>	<i>Within 2 days</i>	
	<i>Collect Quotation and Pay required fees</i>	<i>Within 1 day</i>	
	<i>Produce and issue the permit</i>	<i>Within 1 day</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Proof of Payment of prescribed fees</i></li> <li>- <i>Police Clearance report</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Post mortem inspections of food animals(bovine, porcine, ovine, poultry fish clearance health permits</b>	<i>Duly completed applications where necessary</i>	<i>Within 1 day</i>	<b>2 days</b>
	<i>Inspections of carcasses</i>	<i>Within 1 day</i>	
<b>requirements</b>			
<ul style="list-style-type: none"> <li>-<i>Ante-mortem food animals clearance permit</i></li> <li>-<i>police clearance report</i></li> <li>-<i>proof of payments</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Day Nursery schools registration certificate</b>	<i>Submission of duly signed application forms</i>	<i>Within 1 day</i>	<b>7 days where there is compliance to basic health requirements</b>
	<i>Obtain quotations</i>		
	<i>Conduct premises inspection reports</i>	<i>Within 2 days</i>	
	<i>Produce and issue certificate where there is compliance</i>	<i>Within 4 days</i>	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>-<i>Premises</i></li> <li>-<i>compliance to basic health requirement</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Premises Inspection report for issuance of liquor licence</b>	<i>Receipt of a copy of duly completed and signed copy of</i>	<i>1 day</i>	<i>7 days when premises are in compliance with health standards</i>

	<i>an application for liquor licence from Director of legal services</i>		
	<i>Conduct premises inspection of the proposed premises</i>	<i>3 days</i>	
	<i>Submit a report of recommendation for the licence</i>	<i>3 days</i>	
	<i>or improvement notice</i>	<i>Subject to the extent of the defects</i>	<i>Subject to compliance with health standards</i>

**Requirements**

- Copy of application for licence
- Evidence of having published notice of intention to use premises in question for liquor trading in public national media Daily mail, local radio stations etc

**Requirements**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Vector Control</b>	<i>Submit duly completed Application</i>	<i>Within 1 day</i>	<b>5 days</b>
	<i>Examinations of premises and estimates of requirements</i>	<i>Within 2 days</i>	
	<i>Collect Quotation and Pay Prescribed Fees</i>	<i>Within 1 day</i>	
	<i>Execution of interventions</i>	<i>Within 1 day</i>	

**Requirements: -**

- Proof of payment of prescribed fees
- Co-operations with guidelines

**Requirements**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of prescription</b>	<i>Registration of client</i>	<i>Within 1 day</i>	<b>1 day</b>
	<i>Obtain case history</i>		
	<i>Conduct laboratory analysis; x-rays images ;scanning</i>		

	<i>and physical examinations</i>		
	<i>diagnosis</i>		
	<i>Initiation of medication and associated health care interventions</i>		
<b>Requirements</b>			
<b>Non</b>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Death certificate</b>	<i>Duly signed applications</i>	<i>Within a day</i>	<b>Within 48 hours</b>
	<i>Death record</i>		
	<i>Conduct post mortem inspection where applicable</i>		

**Requirements**  
**none**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Medical tests certificates</b>	<i>Submission of duly signed application forms</i>	<b>Within 1 day</b>	<b>3 days</b>
	<i>Submission of specimen</i>		
	<i>Laboratory tests; X-rays examination; scanning and physical examinations</i>	<b>Within 2 days</b>	
	<i>Issuance of tests records</i>		

**Requirements**  
*-Applications forms eg from prospective employers*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of medical records( to clinicians within the health facility for diagnosis)</b>	<i>Submission of specimen</i>	<b>within 1 day</b>	<b>1 day</b>
	<i>Laboratory tests' X-ray(lung functional tests) Examinations, scanning and physical checks</i>		
	<i>Issuance of medical</i>		

	<i>records</i>		
	<i>diagnosis</i>		
<b>Requirements</b> - <i>None</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Yellow fever/Ebola virus vaccination certificate(yellow book)</b>	<i>Screening for immigrants or demand by travellers across boarder points</i>	<b>1 day</b>	<b>Within 1 day</b>
	<i>Registration of clients</i>	<b>Same day</b>	
	<i>Inoculation of vaccines to eligible clients</i>	<b>Same day</b>	
<b>Requirements</b> <ul style="list-style-type: none"> <li>- <i>Immigrants from yellow fever endemic countries( <b>without</b> yellow fever/ Ebola vaccination certificates( yellow books)</i></li> <li>- <i>Visas for travellers ,travel documents etcetera</i></li> <li>- <i>Proof of payment for ordinary travels</i></li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of under-five growth and immunization monitoring cards for new born babies(children)</b>	Request for service Registration - Examination of the client - Growth monitoring checks, weighing, height measuring, arms etc	Within 1 day	1day
<b>Requirements: -</b> None			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Post-mortem inspection( human (cadaver) certificate</b>	Duly signed applications	Within 1 day	Within 3 days
	Execution of inspection	Within 2 days	
	Provision of certificate		
<b>Requirements: -</b> - Proof of payment of prescribed fees			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Scrutiny of building plans</b>	Duly signed application form	1	7 days
	Entering in log book		
	Conduct site inspection for the proposed building	3	
	Issuance of permit or disapproval or recommendations depending on the findings	3	
<b>Requirements</b> -copies of building plans -proof of payments -application forms			

**DEPARTMENT OF PLANNING**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Beacon Verification/ Replacement</b>	<i>Submit Request</i>	<i>Within 1 day</i>	<i>Within 4 days</i>
	<i>Collect Quotation and Pay Prescribed Fees</i>		
	<i>Conduct beacon verification/replace ment</i>	<i>Within 4 days</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <i>Proof of ownership of property</i></li> <li>- <i>Survey Diagram (where applicable)</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Development/Variation Permit (ordinary)</b>	<i>Submit 4 copies of duly completed application forms</i>	<i>Within 1 day</i>	<i>28 days About 1 month</i>
	<i>Conduct Inspection</i>	<i>Within 7 days</i>	
	<i>Collect Quotation</i>	<i>Within 20 days</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Collect Development Permit/Variation (ordinary)</i>		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <i>Land Ownership Documents (where applicable)</i></li> <li>- <i>Development Permit (For applications of variation permits)</i></li> <li>- <i>4 copies of proposed building plans</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARD</b>	<b>DURATION</b>
<b>Development Permit (Major Development)</b>	<i>Submit 4 copies of Duly Completed application forms</i>	<i>Within 1 day</i>	<i>Within 90 days Or 3 months</i>
	<i>Collect Quotation</i>	<i>Within 1 day</i>	
	<i>Pay Prescribed Fees</i>		
	<i>Conduct Inspection</i>	<i>Within 30 days</i>	
	<i>Collect Development Permit</i>	<i>Within 58 days</i>	

- Requirements: -**
- Proof payment of prescribed fees
  - Building Plan (where applicable)
  - Proof of ownership
  - Decision Letter from Zambia Environmental Management Agency
  - 4 copies of proposed building plans
  - Development permit for

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARD</b>	<b>DURATION</b>
<b>Demolition Permit</b>	Submit request	Within 1 day	<b>7 days</b>
	Pay prescribed fees		
	Conduct Inspection	Within 1 day	
	Collect Demolition Permit	Within 5 days	

- Requirements: -**
- Proof of payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Subdivision/Consolidation of Land</b>	Submit duly completed application forms	Within 1 day	<b>Within 89 days About 3 months</b>
	Collect quotation and pay Inspection Fees	Within 1 day	
	Conduct Inspection	Within 5 days	
	Pay Prescribed Fees	Within 1 day	
	Collect Notification of Approval/Feedback	Within 82 days	

- Requirements: -**
- Proof of payment of prescribed fees
  - Certified Copy of Title Deed
  - Site Plan of proposed subdivisions
  - Identification Documentation
  - Decision Letter from Zambia Environmental Management Agency (where applicable)
  - Consent Letter from the Owner (where applicable)

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Change of Land Use</b>	Submit duly completed application forms	Within 1 day	<b>Within 119 days About 3 and half months</b>
	Collect quotation and pay Inspection Fees	Within 1 day	
	Conduct Inspection	Within 3 days	
	Pay Prescribed Fees	Within 1 day	
	Receive notice of advertisement	Within 14 days	
	Collect Change of	Within 120 days	

	<i>Land Use Approval</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <i>Certified Copy of Title Deed</i></li> <li>- <i>Decision Letter from Zambia Environmental Management Agency (where applicable if the parcel of land is in the game management zone.)</i></li> <li>- <i>Site Plan reflecting the proposed change of land use</i></li> <li>- <i>Identification Documentation</i></li> <li>- <i>The planning authority</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Recommendation Letter for Conversion of Land Tenure</b>	<i>Payment for application forms and Submit duly completed application forms</i>	<i>Within 1 day</i>	<b>Within 89 days</b>
	<i>Collect quotation and pay Inspection Fees</i>	<i>Within 1 day</i>	
	<i>Conduct Inspection</i>	<i>Within 5 days</i>	
	<i>Pay Conversion Fees</i>	<i>Within 1 day</i>	
	<i>Collect Recommendation to Convert Land Tenure</i>	<i>Within 82 days</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment of fees</i></li> <li>- <i>Site Plan endorsed by Traditional Leader</i></li> <li>- <i>Consent Letter from the Department of Wildlife (where applicable)</i></li> <li>- <i>Consent Letter from Traditional Leader</i></li> <li>- <i>National Registration Card (NRC) for individuals</i></li> <li>- <i>Identification Documentation, share capital and letters of incorporation for companies</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Recommendation letter for modification of layout plan</b>	<i>Submit duly completed forms</i>	<i>Within 1 day</i>	<b>Within 90 days</b>
	<i>Pay Inspection fees</i>		
	<i>Conduct Inspection</i>	<i>Within 1 day</i>	
	<i>Pay Modification fees</i>	<i>Within 90 days</i>	
	<i>Collect Recommendation letter</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment of prescribed fees</i></li> <li>- <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></li> </ul>			

<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Eight copies of layout plan drawn by registered planner</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Permit to Erect Bill Boards</b>	Submit request	Within 1 day	<b>Within 6 days</b>
	Conduct Inspection	Within 1 day	
	Collect Quotation		
	Pay prescribed Fees		
	Sign Agreement	Within 2 days	
Collect Permit to erect Bill Board	Within 2 days		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Certificate of Registration (where applicable)</li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Scrutiny of building plans and issuance of occupation certificate at completion of the building (inspections executed jointly with health inspectors)</b>	Duly signed application form	1	<b>7 days</b>
	Conduct site inspection for the proposed building	3	
	Issuance of permit or disapproval or recommendations depending on the findings	3	
<b>Requirements</b> <ul style="list-style-type: none"> <li>-copies of building plans</li> <li>-proof of payments</li> <li>-application forms</li> </ul>			

**DEPARTMENT OF COMMUNITY AND SOCIAL SERVICES**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Club Registration</b>	Submit Duly Completed Application Form and request	Within 1 day	Within 7 days
	Collect Quotation		
	Pay Prescribed Fees		
	Collect Certificate of Club Registration	Within 6 days	

**Requirements: -**

- Proof of payment of prescribed fees
- Club Constitution
- Recommendation Letter from Ward Development Committee/Civic Leader
- Minutes establishing the club
- List of all club members
- National Registration Card (NRC)s for all club members

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Council Property Lease</b>	Submit Duly Completed Application Form	Within 1 day	Within 8 days
	Attend Interviews	Within 5 days	
	Sign and collect Agreement and pay prescribed fees	Within 2 days	

**Requirements: -**

- Proof of payment of prescribed fees
- National registration Card (NRC) of applicant
- Copy of Certificate of Incorporation (where applicable)

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Change of Ownership for Shops</b>	Submit request	Within 1 day	<b>Within 68 days</b>
	Conduct Inspection	Within 5 days	
	Collect Quotation and pay prescribed fees	Within 1 day	
	Collect Tenancy	Within 60 days	

	Agreement		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- National registration card</li> <li>- Tenancy Agreement</li> <li>- Contract of Sale (where applicable)</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Skills Training</b>	Submit Duly Completed Application Form	Within 1 day	27 days
	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	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Certified Copy of NRC for applicant</li> <li>- Proof of payment of prescribed fees</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Early Childhood Education</b>	Submit Duly Completed Application Form	Within 1 day	5 days
	Collect Acceptance Letter	Within 1 day	
	Pay Prescribed Fees		
	Attend Training	Within 3 years	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Identification Documentation for parents/guardians</li> <li>- Under 5 Card</li> <li>- Contact Details for parents/guardians</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Library Services</b>	Submit/request Duly Completed Application Form	Within 1 day	5 days

	<i>Pay prescribed fees</i>		
	<i>Access Library</i>		
	<i>Collect Membership Card</i>	<i>Within 4 days</i>	

**Requirements: -**

- *Certified Copy of National Registration Card ( NRC)*
- *Proof of payment of prescribed fees*
- *Proof of residence (where applicable)*
- *School Identity for pupils/students*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Foster Care</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>24 days</b>
	<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: -**

- *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*

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Adoption (Local)</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>36 days</b>
	<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

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Adoption (Inter-Country)</b>	Submit application	Within 1 day	<b>223 days Or 7 months and above</b>
	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

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Shelter for survivors of Gender Based Violence (GBV) /Human</b>	Submit notification of suspected GBV	Within 1 day	Within 1 day
	Undergo Assessment		
	Re-locate to shelter		

<b>Trafficking</b>			
<b>Requirements: -</b>			
- Identification documents (where applicable)			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Admission to Old People's Homes</b>	Undergo assessment	Within 5 days	<b>27 days</b>
	Relocate to home	Within 22 days	
<b>Requirements: -</b>			
- Identification documents (where applicable)			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Bursary Recommendations</b>	Submit request	Within 1 day	<b>5days</b>
	Undergo assessment	Within 3 days	
	Collect feedback slip	Within 1 day	
<b>Requirements: -</b>			
- 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			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Social Assistance/Empowerment Programmes</b>	Submit request (where applicable)	Within 1 day	<b>36days</b>
	Undergo assessment	Within 5 days	
	Collect social support/Empowerment	Within 30 days	
<b>Requirements: -</b>			
- Identification documents			
- Police report (where applicable)			
- Medical Report (where applicable)			
- Disability Certificate (where applicable)			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Child Protection Services</b>	Submit suspected child abuse report	Within 1 day	<b>Within 25 days</b>
	Undergo assessment		
	Relocate to secure place (where applicable)		
	Receive feedback on investigations	Within 4 days	

	<i>Receive Referral to appropriate service provider</i>	<i>Within 20 days</i>	
<b>Requirements: -</b>			
- <i>Provide contact details</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Life Skills Training</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>149 days</b> <b>5 months</b>
	<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>	
<b>Requirements: -</b>			
- <i>Prescribed fees</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Functional Literacy Training</b>	<i>Register</i>	<i>Within 1 day</i>	<b>24 days</b>
	<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>	
<b>Requirements: -</b>			
- <i>none</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Self Help Initiatives Support</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>33 days</b>
	<i>Undergo Appraisal</i>	<i>Within 2 days</i>	
	<i>Receive Terms of Agreement and commence project implementation</i>	<i>Within 30 days</i>	
<b>Requirements: -</b>			
- <i>Proof of 25% materials intended for the project</i>			
- <i>Minutes of Community Group meetings</i>			
- <i>Project plan</i>			
- <i>Bill of Quantities</i>			
- <i>Certificate of registration</i>			
- <i>Provision of labour</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>

<b>Micro Credit Facility</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>23 days</b>
	<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>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Should have a cell phone</i></li> <li>- <i>Proof of community residence</i></li> <li>- <i>Provide social collateral</i></li> <li>- <i>Green National Registration Card</i></li> <li>-</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Food security pack (fertilizers and seed)</b>	<i>Identify vulnerable</i>	<i>1 day</i>	<b>5 days</b>
	<i>List down beneficially</i>	<i>1 day</i>	
	<i>Train beneficially</i>	<i>1 day</i>	
	<i>Provide food security pack</i>	<i>2 days</i>	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>-<i>vulnerable</i></li> <li>-<i>national registration card</i></li> <li>-<i>beneficially must have access to land and labour</i></li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Village banking</b>	<i>Identify vulnerable</i>	<i>1 day</i>	<b>5 days</b>
	<i>List down beneficially</i>	<i>1 day</i>	
	<i>Train beneficially</i>	<i>1 day</i>	
	<i>Provide food security pack</i>	<i>2 days</i>	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>-<i>vulnerable women with small commercial ventures</i></li> <li>-<i>national registration card</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Adult literacy</b>	<i>Identify learners</i>	<i>1 day</i>	<b>Minimum of 6 months</b>
	<i>Identify instructors</i>	<i>7 days</i>	

	<i>Procure learning materials</i>	<i>1 day</i>	
	<i>Train instructors</i>	<i>10 days</i>	
	<i>Learning of adults</i>	<i>6 months</i>	
<b>Requirements</b>			
<i>-national registration card</i>			
<i>-willingness to learn</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Social Cash transfers</b>	<i>enrolments</i>	<i>1 day</i>	<b>37days</b>
	<i>selection</i>	<i>30 days</i>	
	<i>validation</i>	<i>3 days</i>	
	<i>payments</i>	<i>3 days</i>	
<b>Requirements</b>			
<i>-residence of a community for a period no less than 6 months</i>			
<i>-possession of National registration card</i>			
<i>-beneficially should be a member of a female headed family</i>			
<i>-elderly 60 years and over</i>			
<i>-chronically ill also disabled</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Public Welfare Assistance Scheme</b> <ul style="list-style-type: none"> <li>• <i>Repatriation of stranded clients</i></li> <li>• <i>Prevision of baby formulas</i></li> <li>• <i>Emergency referral cases from institutions such as police</i></li> </ul>	<i>Submission of an introductory letter</i>	<i>1 day</i>	<b>7days</b>
	<i>Verify the case</i>	<i>3 days</i>	
	<i>Execution of service</i>	<i>3 days</i>	
<b>Requirements</b>			
<i>Green national registration card</i>			
<i>-Resident in Zambia</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Keeping girls in school</b>	<i>enrolment</i>	<i>1 day</i>	<b>35 days</b>
	<i>selection</i>	<i>30 days</i>	
	<i>validation</i>	<i>1 day</i>	
	<i>payment</i>	<i>3 days</i>	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>• <i>Pupil(girl) member of a family subjected to social cash transfer</i></li> <li>• <i>Girl to be actively in school thus, grades 8 to 12</i></li> </ul>			

**DEPARTMENT OF FISHERIES, LIVESTOCK AND VETERINARY SERVICES**

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fish Import and Export Permits</b>	<i>Apply for fish import/export permit</i>	<i>Within 1 day</i>	<b>6 days</b>
	<i>Pay prescribed fees</i>	<i>Within 3 days</i>	
	<i>Collect permit</i>	<i>Within 2 days</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Phytosanitary certificate from importing and exporting country</i></li> <li>- <i>Proof of payment</i></li> <li>- <i>Copy of identification card</i></li> <li>- <i>Certificate of Incorporation (where applicable)</i></li> <li>- <i>(transaction personal identification Number (TPIN) certificate</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Commercial Fishing Licence</b>	<i>Submit duly completed application form</i>	<i>Within 1 day</i>	<b>30 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect licence</i>	<i>Within 28 days</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment</i></li> <li>- <i>Duly completed application Form</i></li> <li>- <i>Copy of previous licence</i></li> <li>- <i>Catch returns</i></li> <li>- <i>Copy of identification card</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Special Fishing Licence</b>	<i>Submit duly completed Form XIII</i>	<i>Within 1 day</i>	<b>14 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect licence</i>	<i>Within 12 days</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Proof of payment</i></li> <li>- <i>Duly completed application Form</i></li> <li>- <i>Copy of identification card</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Artisanal Fishing Licence</b>	<i>Make a request</i>	<i>Within 1 day</i>	<b>1 day</b>
	<i>Pay prescribed fees</i>		
	<i>Collect licence</i>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Copy of previous fishing licence (for old operators/renewal)</i></li> <li>- <i>Copy of identification card</i></li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Angling Licence</b>	<i>Make request</i>	<i>Within 1 day</i>	<b>1 day</b>
	<i>Pay prescribed fee</i>		
	<i>Collect Angling fishing licence</i>		
<b>Requirements: -</b> <i>Proof of citizenship (NRC/Passport)</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fingerling Production and Distribution Certificate</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>21 days</b>
	<i>Attend site inspections</i>	<i>Within 14 days</i>	
	<i>Collect certificate</i>	<i>Within 6 days</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Environmental Impact Assessment report form Zambia Environmental Management Agency (where necessary)</i></li> <li>- <i>Proof of ownership of land</i></li> <li>- <i>Standard operational Plan</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Boat Registration</b>	<i>Submit duly completed form</i>	<i>Within 1 day</i>	<b>14 days</b>
	<i>Pay prescribed fee</i>	<i>Within 1 day</i>	
	<i>Collect registration form</i>	<i>Within 12 days</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Valid Certificates for each boat/rig from Surveyor of Vessels</i></li> <li>- <i>Proof of submission of fishing returns</i></li> <li>- <i>Copy of previous fishing license (for old operators/renewal)</i></li> <li>- <i>Proof of payment</i></li> <li>- <i>Copy of identification card</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Aquaculture Assessment Report</b>	<i>Submit proposal for establishment of aquaculture facility</i>	<i>Within 1 day</i>	<b>Within 15 working days</b>
	<i>Conduct site visit</i>	<i>Within 2 days</i>	
	<i>Collect final assessment report</i>	<i>Within 12 days</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- <i>Provision of Logistics for the field work (where necessary)</i></li> <li>- <i>Proof of land ownership</i></li> </ul>			

<ul style="list-style-type: none"> <li>- Water permit from Water Resources Management Authority(WARMA)</li> <li>- Business plan (where necessary)</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Aquaculture Establishment Report</b>	<i>Make a request</i>	<i>Within 1 day</i>	<b>Within 31 days</b>
	<i>conduct facility test</i>	<i>Within 29 days</i>	
	<i>Collect establishment report</i>	<i>Within 1 day</i>	
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- Provision of Logistics for the field work</li> <li>- Aquaculture Assessment Report</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fingerlings</b>	<i>Make a request</i>	<i>Within 1 day</i>	<b>7 days</b>
	<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>		
<b>Requirements: -</b> <ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Details of the location of the farm (where applicable)</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Authority for Introduction and Translocation of Aquatic Species</b>	<i>Submit application for introduction /translocation</i>	<i>Within 1 day</i>	<b>14 days</b>
	<i>Collect authority</i>	<i>Within 13 days</i>	
<b>Requirements: -</b> <i>Detail of source and type of species</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Import Permit for Live Animals</b>	<i>Submit Application form</i>	<i>Within 1 day</i>	<b>6 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Conduct inspection</i>	<i>Within 3 days</i>	
	<i>Collect Permit</i>	<i>Within 1 day</i>	

**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

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Import permit of animal by-products</b>	Pay prescribed fees	Within 1 day	<b>9 days</b>
	Conduct inspection	Within 7 days	
	Collect Permit	Within 1 day	

**Requirements: -**

- Invoice/Letter of Sale
- Health Certificate (from country of origin)
- Laboratory Results (from country of origin)
- Good Manufacturing Practice (GMP) Certificate
- Duly completed Application Form
- Proof of Payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Import Permit for Game Trophies</b>	Submit application form	Within 1 day	<b>11days</b>
	Pay prescribed fees	Within 2 days	
	Conduct inspection	Within 7 days	
	Collect Permit	Within 1 day	

**Requirements: -**

- Invoice/Letter of Sale
- Health Certificate
- CITES Certificate
- Completed Application Form
- Proof of payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Export Permit (International Sanitary Certificate) for Live Animals</b>	Submit application form	Within 1 day	<b>4 days</b>
	Pay prescribed fees		
	Conduct inspection	Within 2 days	
	Collect Permit	Within 1 day	

**Requirements:-**

- Animal Health Certificate
- Laboratory Test Results
- Proof of Payment of prescribed fees

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Export Permit (International Sanitary Certificate) for Livestock Products</b>		<i>Within 1 day</i>	<b>6 days</b>
	<i>Pay prescribed fees</i>		
	<i>Conduct inspection</i>	<i>Within 2 days</i>	
	<i>Collect Permit</i>	<i>Within 3 days</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Sanitary Compliance Certificate</i></li> <li>- <i>Laboratory Test Results</i></li> <li>- <i>Proof of Payment of Prescribed Fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Export Permit (International Sanitary Certificate) for Wildlife</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>5 days</b>
	<i>Pay prescribed fees</i>		
	<i>Conduct inspection</i>	<i>Within 2 days</i>	
	<i>Collect Permit</i>	<i>Within 2 days</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>CITES Certificate</i></li> <li>- <i>Proof of payment</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Transit Permit for Livestock and Livestock Products</b>	<i>Submit application</i>	<i>Within 1 day</i>	<b>5 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Conduct inspection</i>	<i>Within 2 days</i>	
	<i>Collect Transit Permit</i>	<i>Within 1 day</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Import permit from importing country</i></li> <li>- <i>Export permit from exporting country</i></li> <li>- <i>Duly completed Application Form</i></li> <li>- <i>Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Stock Movement Permit</b>	<i>Submit application form</i>	<i>Within 1 day</i>	<b>14 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Conduct inspection and where applicable testing of animals</i>	<i>Within 5 days</i>	
	<i>Collect stock movement permit</i>	<i>Within 1 day</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Duly completed application form</i></li> <li>- <i>Police anti-stock theft clearance</i></li> </ul>			

<i>- Pay prescribed fees</i>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Slaughter Permit for Immature Livestock or Pregnant Livestock</b>	<i>Submit application form</i>	<i>Within 1 day</i>	<b>3 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect slaughter permit</i>	<i>Within 1 day</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li><i>- Avail animals</i></li> <li><i>- Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARD OF S</b>	<b>DURATION</b>
<b>Ante-mortem Inspection Certificate</b>	<i>Submit request</i>	<i>Within 1 day</i>	<b>3 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Inspection certificate</i>	<i>Within 1 day</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li><i>- Avail animals for inspection</i></li> <li><i>- Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Sanitary Certificate</b>	<i>Submit request</i>	<i>Within 1 day</i>	<b>10 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Conduct inspection</i>	<i>Within 7 days</i>	
	<i>Collect Test Report and Sanitary Certificate</i>	<i>Within 1 day</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li><i>- Written request</i></li> <li><i>- Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARD</b>	<b>DURATION</b>
<b>Animal Health Certificate</b>	<i>Submit request</i>	<i>Within 1 day</i>	<b>7 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect certificate</i>	<i>Within 5 days</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li><i>- Proof of Payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Animal Identification (Brand) Certificate</b>	<i>Submit duly completed application form</i>	<i>Within 1 day</i>	<b>4 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>collect brand</i>	<i>Within 2 days</i>	

	<i>certificate</i>		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Duly completed Brand Application form</i></li> <li>- <i>Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Laboratory Test Report for Livestock and Wildlife Samples</b>	<i>Submit request</i>	<i>Within 1 day</i>	<b>10 days</b>
	<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>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Duly completed sample submission form</i></li> <li>- <i>Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Chemical and Toxicological Analysis Report</b>	<i>Submit duly completed form and sample</i>	<i>Within 1 day</i>	<i>Within 7 days</i>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect analysis report</i>	<i>Within 5 days</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Duly completed application form</i></li> <li>- <i>Provision of the sample</i></li> <li>- <i>Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Vaccines</b>	<i>Make request</i>	<i>Within 1 day</i>	<b>1 day</b>
	<i>Pay prescribed fees</i>		
	<i>Collect the vaccines</i>		
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- <i>Formal request</i></li> <li>- <i>Proof of payment of prescribed fees</i></li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Vaccination of Livestock against Management Diseases</b>	<i>Make a request</i>	<i>Within 1 day</i>	<i>Within 3 days</i>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect Vaccinated animal and vaccination certificate</i>	<i>Within 1 day</i>	

<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Avail Animal for vaccination</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Treatment of management diseases</b>	<i>Submit request</i>	<i>Within 1 day</i>	<b>5 days</b>
	<i>Pay prescribed fees</i>	<i>Within 1 day</i>	
	<i>Collect treatment report</i>	<i>Within 3 days</i>	
<b>Requirements: -</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Avail Animal for treatment</li> <li>- Provision of logistics (where applicable)</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Vaccination of Animals against diseases of National Economic Importance</b>	<b>Duly completed applications</b>	<b>1 day</b>	<b>Within 6 working days</b>
	<b>Site visits</b>	<b>1 day</b>	
	<b>Inoculation of vaccines</b>	<b>2</b>	
	<b>Vaccination certificates</b>	<b>2</b>	
<b>Requirements:-</b>			
<ul style="list-style-type: none"> <li>- Proof of payment of prescribed fees</li> <li>- Avail Animal for vaccination</li> <li>- Provision of logistics (where applicable)</li> </ul>			
<b>Service Type</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Scheduled Vaccination of Animals against Diseases</b>	<i>Duly completed applications</i>	<b>as guided in statutory</b>	<b>Refer to Statutory Instrument No. 24 of 2014</b>
	<i>Site visits</i>		
	<i>Inoculation of vaccines</i>		
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>- Avail animals for vaccination</li> <li>- Vaccination certificate</li> </ul>			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Improved Livestock breeds</b>	<i>Submit application form</i>	<i>Within 1 day</i>	<b>3 days</b>
	<i>Pay prescribed fee</i>	<i>Within 1 day</i>	
	<i>Collect improved Livestock breed</i>	<i>Within 1 day</i>	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>- Application letter</li> </ul>			

<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Artificial Insemination</b> Livestock farmers, None governmental organizations(NGO)s	Submit application	Within 1 day	<b>10 days</b>
	Pay prescribed fees	Within 1 day	
	Present animals	Within 5 days	
	Collect insemination certificate	Within 3 days	
<b>Requirements: -</b> - Proof of payment of prescribed fees			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Animal Castration</b>	Make request	Within 1 day	<b>3 days</b>
	Pay prescribed fees	Within 1 day	
	Collect castration certificate	Within 1 day	
<b>Requirements: -</b> - Proof of payment of prescribed fees - Provision of logistics (where necessary)			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Fisheries and Livestock Trainings</b>	Make request	Within 1 day	<b>11days</b>
	Collect quotation and Pay prescribed fees		
	Attend Training	Within 10 days	
	Collect Certificate of Attendance		
<b>Requirements</b> - Written or verbal request - Proof of payment of prescribed fees			

DEPARTMENT OF FINANCE

<i><b>SERVICE TYPE</b></i>	<i><b>VITAL STEPS</b></i>	<i><b>STANDARDS</b></i>	<i><b>DURATION</b></i>
<i><b>Issuance of Business permit</b></i>	<i>Collect quotation and Pay prescribed fees</i>	<i>1 day</i>	<i><b>Within 5 days</b></i>
	<i>Submission of duly completed application forms</i>	<i>1 day</i>	
	<i>Produce permit</i>	<i>2 days</i>	
	<i>Issuance of business permit</i>	<i>1day</i>	
<i><b>Requirements</b></i> <i>-pacra</i> <i>-National registration card</i>			
<i><b>SERVICE TYPE</b></i>	<i><b>VITAL STEPS</b></i>	<i><b>STANDARDS</b></i>	<i><b>DURATION</b></i>
<i><b>Issuance of receipt</b></i>	<i>Receipt of cash or cheque payments</i>	<i><b>Within 1 day</b></i>	<i><b>Within 1 day</b></i>
	<i>Preparations of receipt</i>		
	<i>Issuance of receipt</i>		
<i><b>Requirement</b></i> <i>-Invoices</i> <i>-Certificate of completion of works</i> <i>-Purchase order requisitions where necessary</i> <i>-Auditors clearance reports stamped and signed</i> <i>-bank deposit slips when necessary</i>			
<i><b>SERVICE TYPE</b></i>	<i><b>VITAL STEPS</b></i>	<i><b>STANDARDS</b></i>	<i><b>DURATION</b></i>
<i><b>Issuance of quotations and catalogues</b></i>	<i>Inquiry from clients</i>	<i><b>Within 2 days</b></i>	<i><b>Within 2 days</b></i>
	<i>Preparation of quotations</i>		
	<i>Issuance of quotations</i>		
<i><b>Requirements: none</b></i> <i>Contact addresses, phone nos. email addresses</i>			
<i><b>SERVICE TYPE</b></i>	<i><b>VITAL STEPS</b></i>	<i><b>STANDARDS</b></i>	<i><b>DURATION</b></i>
<i><b>Payment of suppliers (bank transfer or cheques)</b></i>	<i>Receipt of duly signed request for payment from respective suppliers and heads of department</i>	<i>1 day</i>	<i><b>Within 35 days</b></i>
	<i>Generation of funds when necessary</i>	<i>30 days</i>	
	<i>Preparation of payment vouchers</i>	<i>1 day</i>	

	<i>Preparation of cheque</i>	<b>1 day</b>	
	<i>Payments or bank transfer</i>	<b>1 day</b>	
<b>Requirements</b> -copies of works completion certificates -copies of invoices where applicable -copies of delivery notes where applicable			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of bills for property (land and buildings) rates</b>	<i>Preparations of bills for property owners</i>	<b>2months</b>	<b>Within 4 months</b>
	<i>Signing of bills</i>	<b>1 month</b>	
	<i>Distribution of bills to property owners and creditors</i>	<b>1month</b>	
<b>Requirements</b> -copies of title deeds -copies of certificate of in cooperation			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of bills to debtors</b>	<i>Preparation of bills</i>	<b>27 days</b>	<b>Within 30days</b>
	<i>Dispatching of bills</i>	<b>3 days</b>	
<b>Requirements</b> -records of debts			
<b>SERVICE TYPE</b>	<b>VITAL STEPS</b>	<b>STANDARDS</b>	<b>DURATION</b>
<b>Issuance of invoices and deliver notes to clients for goods or services provided</b>	<i>Provision of services and goods</i>	<b>3 day</b>	<b>Within 5days</b>
	<i>Preparation of invoices</i>	<b>2day</b>	
	<i>Issuance of invoices to clients</i>		
<b>Requirements</b> -Copies of completion of -works certification -copies of delivery notes when necessary.			

## CONCLUSION

The service charter comprises inputs from various government departments thus department of Engineering services of Mpulungu town Council; department of health services thus, a combination of Community health services (health centres and district hospital, public health services of Mpulungu town council and social services.

The charter also includes inputs from department of planning for the Council and other government ministries; department of Community services thus, a combination of the Council and community services for central government; department of legal services pending enforcement in town councils; department of finance and department of livestock and fisheries.

The service charter is representative of all devolved ministries' for Mpulungu district.

## **SUPPLEMENTARY INFORMATION**

### **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.*

### **CLIENT RIGHTS AND OBLIGATIONS**

*As our esteemed client, you have the right to expect the highest standard of service delivery from us.*

#### ***In this respect, you have the right to***

- *Accurate information on the service you are seeking from us;*
- *Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;*
- *Be treated with courtesy and consideration in all your dealings with us;*
- *Receive services in the presence of a family member, friend or other person of your choice;*
- *Guaranteed access to our premises for persons who are differently abled;*
- *Protection of your personal dignity and privacy;*
- *Complain when you receive sub-standard services; and*
- *Participate in the review of this Charter.*

### **WE ASK FROM YOU THE FOLLOWING:**



*In order to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and substance of your complaint.*

### ***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.*

### ***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 Standards for service 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.*