



KENYA

Forest Service

Trees for Better Lives

SERVICE CHARTER

No.	Service/Good	Requirements to Obtain Service/ Good	Cost of Service/ Good (if any)	Timeline
1	Water easement authority	<ul style="list-style-type: none"> Application for easement form WRMA 002. Copy of form WRMA 004 One topographical map of the area showing route of the pipeline	Application free (New proposed as per FSGO for execution)	21 days upon receiving documents
2	Wayleave authorization	<ul style="list-style-type: none"> Map showing the route of the way leave. Application letter 	Compensation of the tree removed as per FSGO	30 days upon applications
3	Authorization for mining Prospecting in forest areas	<ul style="list-style-type: none"> Application letter Map showing area being applied for Copy of application for exclusive prospecting license from mines and geology (Form 6) Receipt for payment at provincial commission (subject to EMCA requirements) 	Annual fee as per FSGO Application Fee	30 days upon applications
4	Base transmission/receiver station license	<ul style="list-style-type: none"> Application letter Drawings of the site and design drawing of the mast 	Charges as per FSGO	30 days upon applications
5	Ecotourism licenses	<ul style="list-style-type: none"> Expression of interest letter in response for advertised sites/facilities Prospectus (both technical/financial) Bidding 	Proposal Free Bid documents Ksh5000	30 days 60 days Total 90 days
6	Forest area camping	<ul style="list-style-type: none"> Payment of No. of days to forest officer in charge of station 	Rate as per the FSGO	Up to 1 hour
7	Aquaculture/Mali culture licenses	<ul style="list-style-type: none"> Application letter Map of the site Drawing/ designs subject to EMCA 	As per FSGO	30 Days
8	Nature based enterprises licenses	<ul style="list-style-type: none"> Application letter Map of the site 	As per FSGO	30 Days
9	Sale of seedlings	<ul style="list-style-type: none"> Visit our nurseries 	As stipulated on Field office notice board	Up to 30 minutes
10	Certificate of origin	<ul style="list-style-type: none"> Request free 	Free	1 day
11	Movement permit	<ul style="list-style-type: none"> Certificate of origin 	Fee as per FSGO	1 day
12	Sale of minor forest produce	<ul style="list-style-type: none"> Application 	Fee charges	1 day
13	Felling area allocation	<ul style="list-style-type: none"> Application/ Pre-qualification 	Royalty	30 days
14	Sales inventory	<ul style="list-style-type: none"> Felling plan 	-	30 days
15	Allocation of harvesting area	<ul style="list-style-type: none"> Felling plan 	Royalty	30 days
16	Access to felling plan	<ul style="list-style-type: none"> Application 	Fee as per FSGO	1 week
17	Timber import permit	<ul style="list-style-type: none"> Application 	Fee as per FSGO	1 week
18	Timber export permit	<ul style="list-style-type: none"> Application 	Fee as per FSGO	1 week
19	Technical support	<ul style="list-style-type: none"> Application 	Fee/Free	Up to 30 days
20	Timber tender award	<ul style="list-style-type: none"> Quotation 	Royalty	1 week
21	Timber License	<ul style="list-style-type: none"> Application letter 	License fee as per FSGO	1 week
22	Annual operation license	<ul style="list-style-type: none"> Application letter 	License fee as per FSGO	1 week

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

**The Chief Conservator of Forests
Kenya Forest Service,
Karura, off Kiambu road.
P.O. BOX 305513, NAIROBI
Tel: 0202020285/2014663
Email: director@kenyaforestservice.org**

**The Commission Secretary/Chief Executive Officer,
Administrative Justice, 2nd Floor,
Waiyaki Way, Nairobi
P.O. Box 20414 - 00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email: complain@ombudsman.go.ke**

HUDUMA BORA NI HAKI YAKO