



# AQUACULTURE BUSINESS DEVELOPMENT PROGRAMME

## [ A B D P ]

### SERVICE DELIVERY CHARTER

The Aquaculture Business Development Programme (ABDP) is a jointly funded Programme between the Government of Kenya (GoK) and the International Fund for Agricultural Development (IFAD). The Programme is National in scope and works with 15 Counties with high concentrations of aquaculture activity, high production, existing infrastructure (processing, marketing and research), adequate water resources and marketing potential. The overall goal is 'Reduced poverty and increased food security and nutrition in rural communities', and the corresponding development objectives is 'To increase the incomes of poor rural households involved in aquaculture in the targeted Counties and the food security and nutritional status of the wider communities.' The purpose of this charter is to enhance our customers / stakeholders' awareness on the type of services the Programme offers; outline the standard of services expected from the Programme and outline obligations of the Programme and our stakeholders.

#### Vision Statement

To be a leader in governance and development of aquaculture.

#### Mission Statement

To facilitate sustainable management and development of aquaculture for accelerated socio- economic development

#### Strategic Objectives

The strategic objectives of the Aquaculture Business Development Programme are to: -

- i. Raise the efficiency, profitability and sustainability of ongoing and new aquaculture activities in mixed smallholder farming systems, with associated nutrition activities to improve diet quality and food security of the wider rural communities; and
- ii. Improve the efficiency of the whole aquaculture value chain, with a concentration of Programme effort and resources on operations that either include smallholders directly or demonstrably benefit the mass of small-scale producers.

#### THE SERVICES & OUR PROMISE

#	Service	Requirements	Cost	Our Promise
1.	Response to correspondences sent to the Programme	Written Correspondence	Free	Within 2 days of arrival
2.	Handling Programme customers/stakeholders' complaints and requests for information	As and when received	Free	Within 14 days (Depending on the magnitude of the matter)
3.	Provision of guidelines on selection of Programme beneficiaries	Written Request	Free	Within 2 working days
4.	Provision of smallholder aquaculture farmers with aquaculture inputs	Selected as a beneficiary from an implementing County	Free	Within 6 months after selection of beneficiaries
5.	Provision of attachment / internship / apprenticeship opportunities	Formal request	Free	Formal response within 30 days of the application date
6.	Provision of Aquaculture Information, Education and Communication.	Formal Request	Free	3 days Maximum
7.	Surveillance of Aquaculture, pests and disease outbreaks.	On need basis	Free	One Week
8.	Contract signing from date of acceptance	Acceptance letter, Offer letter and corresponding approval	Free	Within 7 days from date of acceptance

#### Commitment to excellence in service delivery

We will do our best in honoring the service delivery obligations.

If you have any complaints, compliments, and/or suggestions on this service delivery charter, please contact:

**The National Programme Coordinator  
Aquaculture Business Development Programme (ABDP)**

#### Through:

a) Postal Address: 904, Postal Code 10100, Nyeri

b) Telephone:

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