



MINISTRY OF FORESTRY, RANGE AND SOIL CONSERVATION

CITIZEN SERVICE CHARTER- OCTOBER 2017

SERVICE RENDERED/GOODS	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST (M)	TIMELINE
<p>1. Technical advice on:</p> <ul style="list-style-type: none"> ➤ Production of forest and fruit tree seedlings 	<p>Proof of site availability (Chief's letter, form C / Lease/) and suitability</p>	<p>FREE</p>	<p>1 hour</p>
<ul style="list-style-type: none"> ➤ Establishment and management of woodlots & orchards 	<p>Proof of site availability (Chief's letter, form C / Lease) and suitability. Existing woodlot and orchards</p>	<p>FREE</p>	<p>1 hour</p>
<ul style="list-style-type: none"> ➤ Production of poles and posts 	<p>Forest/ woodlot/ trees</p>	<p>FREE</p>	<p>1 hour</p>
<ul style="list-style-type: none"> ➤ Beekeeping 	<p>Bees, site, hive,</p>	<p>FREE</p>	<p>1 hour</p>
<ul style="list-style-type: none"> ➤ Rehabilitation of degraded lands (community/ individual) 	<p>Availability of land Proof of site availability (Chief's letter, form C / Lease)</p>	<p>FREE</p>	<p>1 hour</p>
<ul style="list-style-type: none"> ➤ Water harvesting structures (dams and tanks) 	<p>Site suitability. Builder, Sand, Stones and Water</p>	<p>FREE</p>	<p>1 hour</p>
<ul style="list-style-type: none"> ➤ Management and rehabilitation of rangelands 	<p>Availability of rangelands</p>	<p>FREE</p>	<p>1 hour</p>
<ul style="list-style-type: none"> ➤ Establishment of associations (grazing and herders) 	<p>Availability of declared Communal/ village grazing area</p>	<p>FREE</p>	<p>1 hour</p>



<ul style="list-style-type: none"> ➤ Protection of wetlands 	<p>Availability of wetland areas</p>	<p>FREE</p>	<p>1 hour</p>
<p>2. Packages provided by the ministry</p>			
<ul style="list-style-type: none"> ➤ Forest & fruit tree seedlings (>100) ➤ Cement and pipes for tank construction ➤ Grass seed for degraded /marginal lands ➤ Payment of fruit and forest trees seedling. 	<p>Proof of site availability (Chief's letter, form C / Lease). Pits. Builder, stones, sand, gutters, reliable water source Secluded communal area from animals and private fields. Agreement sheet Delivery note Invoice Id. Document Account Number</p>	<p>FREE FREE FREE FREE</p>	<p>1 day 2 days 1 day One (1) month</p>
<p>Sales of:</p> <ul style="list-style-type: none"> ➤ Wood ➤ Forest tree seed ➤ Forest tree seedlings (<100) ➤ Treated poles <p>Service fee for:</p> <ul style="list-style-type: none"> ➤ Tree Felling ➤ Cross-cutting and debranching of wood 	<p>Method of payment is Cash</p> <p>Proof of ownership (Chief's letter etc)</p>	<p>M20.00/bag M80.00/kg M1.20/seedling From M18.70 to M43.20</p> <p>M150.00 M250.00</p>	<p>2 days 1 day 1 day</p>

REDRESS FRAMEWORK

"Commitment to Courtesy and Excellence in Service Delivery" Any service 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:

- a. The PS/Chief Accounting Officer
Hot line number: +(266)22313067

YOUTHFULNESS, INTEGRITY, OUR PRIDE