



COAST DEVELOPMENT AUTHORITY CITIZEN'S SERVICE CHARTER

Coast Development Authority (CDA) in partnership with stakeholders is committed to provide high quality integrated development oriented services to its customers with accountability and transparency, integrity and honesty, professionalism, respect and dignity, commitment, efficiency and effectiveness and responsiveness.

Vision

To be the lead agency in promoting sustainable utilization of the coastal natural resources for increased food production, employment and wealth creation in CDA's area of jurisdiction.

Mission

Sustainable exploitation and development of the coastal natural resources for the benefit of the communities in the area of jurisdiction and Kenya in general.

Services Rendered	Requirements	User Charges Kshs	Time Line
Customer care desk	Personal details	Free	Up to 5 minutes
Payment for any products and services received	Presentation of a Contract document, LPO, LSO, Delivery Note, Invoice.	Free	Within 30 working days
Consultancy services	Customer request, Authority's quotation, customer's LSO, Payment (cash/ cheque) from customer	Varies as per contract	T.B.D depending on the subject
Research and Development services	Customer request, Authority's quotation, customer's LSO, Payment (cash/ cheque) from customer	Varies as per contract	T.B.D depending on the subject
Resource Centre services	Annual membership registration	200/-	Less than 10 minutes
Selling of forest/fruit tree seedlings	Customer's request / order, Payment for the seedlings ordered for.	Budded citrus 100/- Grafted mango 100/- Tree seedling 10/-	10 – 30 minutes from the site
Sale of Coral blocks (machine cut)	Name/company, Required grade and number of blocks, Vehicle number, Payment (cash / cheque) from customer.	Depending on the grade and the prevailing supply and demand forces	1 hour for loading on a truck (depending on the size of truck and availability of blocks)
Sale of Ballast	Name/company, Required size of ballast and quantity (tonnes), Vehicle number, Payment (cash / cheque) from customer.	As per the required number of tonnes	1 hour for loading on a truck (depending on the size of truck and availability of ballast)
Sale of Fruit juice	Order, Payment	As per the required quantity	Depending on the season
Sale of Honey	Order, Payment	As per the required quantity	Depending on the season
Project implementation			
i) Project Concept Development	Data / information	T.B.D	3 to 6 months
ii) Community mobilization and awareness	Willing community	T.B.D	Continuous
iii) Implementation Phase	Stakeholder participation	T.B.D	T.B.D
iv) Participatory Monitoring and Evaluation	Stakeholder participation	T.B.D	Continuous

Striving to enhance the quality and level of services to our clients at all times

All Enquiries and feedback should be directed to:

The Managing Director

P.O. Box 1322 - 80100 Mombasa, Kenya

Email : cda@cda.go.ke

Website: www.cda.go.ke

Tel: 0208009196

**THE FIRST REGIONAL DEVELOPMENT AUTHORITY
TO BE ISO 9001:2008 CERTIFIED**



Fax:254 020 2616647

**THE FIRST REGIONAL DEVELOPMENT AUTHORITY
TO BE ISO 9001:2008 CERTIFIED**