



DEPARTMENT OF AGRICULTURE, LIVESTOCK AND FISHERIES

CITIZENS' SERVICE DELIVERY CHARTER

Vision

To be the leading agent in ensuring food and nutrition security, commercialization of agriculture and creation of wealth.

Mission

To improve livelihoods and economic well-being through agribusiness, appropriate policy environment, effective support services and sustainable natural resource management.

Core functions

The core functions of the Department are:

- Development, domestication and implementation of sector policy issues as legislated
- Provision of sector specific extension services
- Collaboration with research institutions and promotion of viable sector technologies (agricultural research for development)
- Development and coordination of sector development programs in the county

- Promote management and control of pests and disease in crops, livestock and fish
- Promote management of natural resource base for the sector
- Promotion of value addition and marketing of sector wide products
- Support regulation and quality control of inputs, produce and products from the agricultural sector

LIVESTOCK PRODUCTION DIRECTORATE

No.	Service Offered	Client Requirement	Charges	Time Frame
1.	Communication service			
	(a) Attendance to office Visitors	Self-introduction & courtesy for the receptionist	Free	Three (3) minutes on arrival
	(b) Responding to telephone calls	Self-introduction, courtesy & clarity of the message	Free	Attended to within 3 rings
	(c) To reply letters and emails	-Give your email -Give your telephone number	Free	- Replied to within 14 days from date of receipt -Acknowledged within 2 days -Requested action to be taken with 14 days
	(d) Technical correspondence & physical appearance	-Give your email -Give your telephone number -present yourself to the office	Free	Replied to within 21 days of receipt of the enquiries
	(e) Access to Information	Visit to headquarter offices, email, letters, telephone and Narok County website	Free	Within 3 days
2.	Issuance of licenses permits and certificates	Adherence to application conditions.	0.50-5000	A Maximum of 7 days
3.	Provision of information on Livestock Sector credit, output/input and statistics	Formal request	Free	A maximum of 3 days
4.	Provision of livestock Sector information, Education and communication	Formal request	Free	A Maximum of 7 days

5.	Development of policy guidelines and legislation for implementation of Livestock sector programmes	On demand	Free	As need arises
6.	Linking Livestock Sector stakeholders with information on research and other service providers including financial service providers	On demand	free	One day to two months
7.	Provision of attachment to students	Formal request	free	Within 3 days

CROPS DEVELOPMENT DIRECTORATE CITIZEN SERVICE CHARTER-NAROK COUNTY

No	Services Offered	Requirements	User Charge	Time Frame
1	Response to Enquiries (customer care desk)	Request form filled	Free	Within 5 minute
2	Reception, acknowledgement and response to correspondences	Submission of correspondence/ Document	Free	1 Week
3	Issuance of ,Licenses, Permits and Certificates	Adherence to stipulated conditions	Free	Within 2 weeks
4	Provision, of student attachment	Formal request	Free	Within 1 week
5	Guidance and support for Procurement of goods and services	Formal request	Free	1 day
6	Issuance of policy/legislative information to stakeholders	Formal request	Free	1 day
7	Provision of Soil and Water Management services	Formal request	Free	1 week
8	Development of Farm layouts	Formal Request	Free	1 week
9	Guidance on River bank protection services	Compliance	Free	1 week
10	Provision of Land improvement ad vices	Formal Request	Free	1 week
11	Soil Sampling	Formal Request	Respective lab charges	1 week
12	Provision of Market Information	Formal Request	Free	1 day
13	Provision of Enterprise	Formal Request	Free	1 week

	analysis/choice service			
14	Guidance for Value addition and agro-processing	Formal Request	Free	1 week
15	Guidance for Project/Enterprise Proposal writing	Formal Request	Free	1 week
16	Guidance and analysis of Economic Performance of enterprises	Formal Request	Free	1 week
17	Enterprise valuation for compensation	Formal Request	Free	1 day
18	Issuance of Crop husbandry advisories	Formal Request	Free	1 day
19	Provision of Pest and Disease Management Advisories	Formal Request	Free	1 day
20	Provision of Post-harvest management practices Advisories	Formal Request	Free	1 day
21	Issuance of Horticultural crops development advisories	Formal Request	Free	1 day
22	Linkages to research and stakeholders	Formal Request	Free	1 week
23	Offer of Agricultural Mechanization services	Formal Request	Free	2 weeks

DIRECTORATE OF VETERINARY SERVICES

S.no	Service /Good	Requirement to obtain service/Good	Cost of Good/Service (ksh)	Timelines
1	Enquires made by visits to the offices	As per client request	free	10 minutes after arrival
2	Correspondence requested through emails and letters	Formal request	free	Acknowledgement receipt within 2 days Requested action to be given within 7 days
3	Response to disease outbreaks	Farmer reports received by telephone calls or office visits	Free	2 hours
4	Laboratory services	Report disease occurrence / where indicated submit samples/carcasses	Free	1-7 days
5	Issuance of sanitary and traceability documents	Submit the no objection forms	50-100	30 minutes

	(movement permits, dispatch notes , certificate of transport	and other statutory documents		
6	Meat inspection	Services only offered at Slaughterhouses	20-100	30 minutes
7	Vaccination of livestock against Transboundary animal diseases	Presentation of livestock at the crushes	0-100	4 hours
8	Slaughterhouse licensing	The facilities meet minimum standards	1000-5000	7 days
9	Hides and skins Bandas licensing	The facilities meet minimum standards	100- 1000	7 days
10	Provision of artificial insemination services	Report heat detection as per advice of	0-500	6-18 hours
11	Animal welfare and extension services	Farmers reports cases of injuries/seek the services	Free	24 hours
12	Clinical services	Farmers report cases of sick animals	Free	24 hours
13	Vector control and other zoological services	Farmer requests for the services	Free	24 hours
14	Livestock Identification And Traceability (LITS)	Meet the statutory requirements	free	Liaise with registrar of brands
15	Issuance of livestock health certificates	Requests for the service	free	Provide logistics for the farm visits

FISHERIES, AQUACULTURE AND BLUE ECONOMY DIRECTORATE

S/No	Service	Requirement to obtain service	Cost of service	Timeline
1.	Attending to customers: a) Visitor reception	Official visit Self-introduction and making formal enquiry	Free	<ul style="list-style-type: none"> ➤ Within 5 minutes on first come, first served ➤ PLWD will be served immediately

	b) Response to telephone calls	Phone Call Self-introduction and making formal enquiry	Free	<ul style="list-style-type: none"> ➤ Pick calls within 3 rings ➤ Direct the call to the relevant offices
2.	Response to Correspondences: a) General Correspondences	Written request providing accurate address	Free	Response within 48 hours
	b) Technical Correspondences	Written request providing accurate address	Free	Response within 5 working days
3.	Access to information on: a) General issues	Formal request	Free	Immediate
	b) Technical issues	Formal request	Free	Within 1 week
4.	Handling public complaints	Submit complaint through email, mail, walk – in or phone call	Free	<ul style="list-style-type: none"> ➤ Immediate acknowledgement ➤ Resolution as guided by the Commission on Administrative Justice Act
5.	Provision of information on training opportunities and procedures	<ul style="list-style-type: none"> ➤ Formal request ➤ Availability of the training opportunities 	Free	Immediately upon receiving such opportunity
6.	Provision of Fisheries reports, statistics and Information	Formal request	Free	Within 1 week
7.	Fisheries inputs	<ul style="list-style-type: none"> ✓ Formal request satisfying all the conditions ✓ Payment for the inputs 	Free	Within 5 days
8.	Control and commitment of expenditure	Approved budgeted activity	Free	Immediate depending on availability of funds
9.	Processing procurement of goods and services	Attach relevant supporting documents	Free	Within 30 Days

10.	Payment to claims and service Providers	Attach relevant supporting documents	Free	Within 1 week
11.	Provision of Financial Reports	Formal request from the end user	Free	Within 24 hours
12.	Approval for Research Authorization	Formal application attaching all necessary documents	Free	Within 1 Month

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

The Department of Agriculture, Livestock and Fisheries is committed to render quality, efficient and effective services to our customers. In this regard, this Service Charter provides you with a mechanism for lodging complaints when our services do not meet the stated standards. Drop your Complaints or Compliments in boxes situated within the Department for Agriculture, Livestock and Fisheries or send by post or email.

How to contact us

For Complaints and Compliments contact:

The County Executive Committee Member

Department of Agriculture, Livestock and Fisheries,
P. O. Box 898-20500, Narok, Kenya

[Email: agriculture@narok.go.ke](mailto:agriculture@narok.go.ke)

HUDUMA BORA NI HAKI YAKO