

COUNTY GOVERNMENT OF NAROK



**DIRECTORATE OF FISHERIES, AQUACULTURE
AND BLUE ECONOMY**

CITIZENS' SERVICE DELIVERY

CHARTER VISION

A dynamic and vibrant fishery industry contributing towards food security, employment and wealth creation in Narok County

MISSION

The technical department that delivers service efficiently and effectively based on the existing and available information to facilitate sustainable management and development of fishery resources and products for accelerated socio-economic development

MANDATE

To coordinate the development of Fisheries resources, Aquaculture and the Blue Economy in Narok County.

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:	Written request providing accurate address	Free	Response within 48 hours
	a) General Correspondences			
	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	Approved	Free	Immediate depending on

	commitment of expenditure	budgeted activity		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
<p>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY The Directorate for Fisheries, Aquaculture and The Blue Economy 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. The Blue Economy or send by post or contact:</p>				
<p>How to contact us For Complaints and Compliments contact:</p> <p>The Chief Officer State Department for the Blue Economy & Fisheries, P. O. Box 898-20500, Narok, Kenya Email: fisheries@narok.go.ke Telephone: +254-07</p>				
HUDUMA BORA NI HAKI YAKO				

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 analysis/ choice service	Formal Request	Free	1 week
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



NAROK COUNTY GOVERNMENT
DEPARTMENT OF LIVESTOCK DEVELOPMENT
CITIZEN'S SERVICE DELIVERY CHARTER

Preamble:

The Department of Livestock Development, Narok County is committed to provide efficient services to enhance a sustainable and prosperous livestock sector.

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	Formal request	Free	A maximum of 3 days

Narok County
Veterinary Department Service Charter

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 (movement permits, dispatch notes , certificate of transport	Submit the no objection forms and other statutory documents	50-100	30 minutes
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	Free	24 hours