

REPUBLIC OF KENYA



COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF
AGRICULTURE, LIVESTOCK AND
AQUACULTURE DEVELOPMENT

CITIZENS' SERVICE DELIVERY CHARTER

APRIL 2023



OBJECTIVE OF THE SERVICE CHARTER

The purpose of this service charter is to enhance levels of awareness among our clients on our roles as a department, range of services we offer and the standards we have set for the delivery of these services. It further conveys our commitments to our core activities and values, our clients' expectations, and avenues for remedy where services fall short of standards. Finally, the Charter expresses the need for continuous improvement in pursuit of clients' satisfaction and excellence in our operations.

1.1 OUR MANDATE

The mandate of the department of Agriculture, Livestock and Fisheries is to: -

1. Improve crop production for Food security and Agri-Business
2. Develop the county livestock industry
3. Improve access to appropriate veterinary services
4. Develop and manage fisheries resources
5. Mechanize agricultural practices for improved returns
6. Capacity build, train and outreach stakeholders

1.2 COUNTY VISION

A wealthy County with happy, healthy and secure people

1.3 OUR MISSION

To improve livelihood of County citizens through promotion of competitive and sustainable agriculture, livestock and fisheries

1.4 CORE VALUES

Our aspirations to offer improved services to our clients will be guided by the following core values

- Professionalism
- Transparency and accountability
- Integrity
- Commitment
- Meritocracy
- Team work
- Efficiency and responsiveness
- Partnerships
- Gender equity
- Co-operation
- Respect

1.5 CORE FUNCTIONS

Our core functions include the following

1. Formulate, implement and monitor agricultural sector legislations, regulations and policies
2. Provide sector extension services in the County
3. Support agricultural sector research and promote technology delivery
4. Develop, implement and coordinate departmental Programmes in the County
5. Regulate and undertake quality control of inputs, produce and products from the agricultural sector
6. Manage and control pests and diseases in crops and animals
7. Promote management and conservation of the natural resource base
8. Collate, maintain and manage information on the agricultural sector
9. Monitor and manage livestock feed and food security;
10. Conserve and manage crops and animal genetic resources
11. Facilitate development and rehabilitation of agricultural marketing infrastructure
12. Promote marketing of agricultural products locally and internationally

1.6 CORE PRINCIPLES OF SERVICES DELIVERY

We commit ourselves through this charter to the following principles

- Set clear and explicit standard of services that clients reasonably expect
- Provide our clients with adequate information about our services in a straight forward and open manner
- Communicate clearly and effectively
- Handle clients with dignity, courtesy and respect
- Uphold transparency and accountability
- Place the common good of the department, the customer and the general public above self interest
- Uphold the principles of natural justice at all times
- Utilize resources prudently to attain best value for users, citizens and taxpayers
- Devise a monitoring and evaluation system to keep track of our performance in our service delivery
- Always taking corrective action on errors and deficiencies that occurs.

1.7 OUR CLIENTS

Our clients include but not limited to:

- Agricultural producers
- The Departments' staff
- Traders in agricultural inputs
- Handlers and marketers of farm produce and other service providers
- National Co-operative Organizations
- Collaborators, development partners
- County departments and state departments

- State corporations and statutory bodies
- The media
- The general public

1.8 PARTNERS AND STAKEHOLDERS

Our partners include:

- Farmers
- Development partners (NGOs, FBOs etc.).
- National Government Ministries/Departments
- Other County Government Departments
- Value chain organizations - input dealers, seed companies, merchants, processors.
- National Drought Management Authority (NDMA)
- Financial institutions
- Research Institutions / universities, Kenya Agriculture, Livestock and Research Organization (KALRO), International Livestock Research institute (ILRI), Kenya Marine Fisheries Research Institute (KEMFRI), Coffee research institute (CRI), Tea research institute (TRI)
- Agriculture and Food Authority (AFA).
- Agro-chemical companies,
- Government projects such as Upper Tana Natural Resource Management Programme (UTaNRMP), Kenya Climate-Smart Agriculture Project (KCSP), Agricultural Sector Development Support Programme (ASDSP), Small Irrigation and Value addition Project (SIVAP).
- Members of County assembly
- Private Service Providers.

1.9 EXPECTATIONS FROM CLIENTS

Our clients expect efficient and effective provision of services.

1.9.1 AGRO-PRODUCERS/ MARKETERS

- Fairness and justice in all matters.
- Promoting cost effectiveness and value for money.
- Courtesy and timely response to request and inquiries.
- An enabling legal, political and physical environment.
- Adequate human capacity.
- Adequate information to enable them fulfill the requirements for services rendered

1.9.2 STAFF

- Timely delivery of communication of departmental information
- Adaptive human resource management practices
- Timely processing of staff requests and entitlements.
- Timely and prompt provision of basic workplace requirements.

- A fair performance appraisal of staff.
- Fair distribution of work load clear job descriptions
- Well-maintained offices with appropriate facilities.
- Access to internet connectivity

1.9.3 COLLABORATORS, DEVELOPMENT PARTNERS

- Honoring Memorandum of Understanding (MOU) involving research institutions, industry and other partners
- Acknowledgement of donors for the grants provided
- Ensure adequate donor visibility and acknowledgement when disseminating research findings
- Prompt accounting for research grants and submission of progress reports
- Regular dissemination of research findings.
- Ensure transparency and accountability

1.9.4 SUPPLIERS

- Efficient and transparent procurement process
- Acknowledgment of receipt in good condition of goods supplied
- Prompt processing of payment for goods and services supplied

1.10 EXPECTATIONS OF THE DEPARTMENT

The department shall expect the following from its clients/stakeholders:

- To demand services
- To treat staff with respect and courtesy
- To give fair feedback and comments on service rendered
- To support departmental Programmes and activities
- To observe departmental guidelines and legislations
- To provide sufficient and accurate information for accurate and appropriate response
- To pay all legal permits, fees and other levies promptly
- To demand an official receipt upon payment of any monies that may be chargeable for services rendered by the Department
- To avoid bribing or compromising any member of staff
- To promptly supply quality goods and services requested for from suppliers and contractors
- Stay informed about the current and new services offered by the department

2 SERVICE DELIVERY PLEDGE

We commit ourselves to do the following:

2.1 INFORMATION:

Provide consistent, accurate and impartial information in a timely manner. We shall respect and protect the confidentiality of any information provided by our clients

2.2 COMMUNICATION:

Use clear language and pay use attention to respect and personal dignity. Our staff shall deal promptly with any appointments and offer apologies in case of postponement or delay.

2.3 COSTS

Cost all chargeable services as per the relevant County Revenue Act.

2.4 SERVICES

We commit ourselves to:

2.4.1 GENERAL SERVICES

S/ No.	Service Rendered	Client requirement	Charges	Timeliness
1	Customer-care			
	(a) Visitors' reception	Courtesy	Free	Within three (3) minutes of arrival
	(b) Telephone calls	Courtesy	Free	Within 3 rings
	(c) Routine Correspondence	Courtesy	Free	Response within 7 days upon receipt
	(d) Technical correspondence	Courtesy	Free	Response within 14 days upon receipt
2	Provision of information on training opportunities and procedures	Courtesy	Free	Within 3 days upon receiving of such opportunity
3	Vetting of applications for staff training	Formal application	Free	Within one 2 weeks after receiving the application
4	Provision of attachment / internship and apprenticeship	Formal request	Free	One month from application date
5	Procurement of goods and services	Attach relevant documents	Free	Continuous
6	Regular Departmental website content update	Web visit and feedback	Free	Continuous
7	Verification & recommendation of taxation (Waivers)	Formal request	Free	One month
8	Review and formulate policy legislations, guidelines for implementation of agricultural sector Programmes	On demand	Free	As need arises
9	Capacity building on technical and cross cutting issues	On need basis	Free	continuous

2.4.2 AGRICULTURE

S/ No.	Service Rendered	Client requirement	Charges	Timeliness
A. Directorate of Crops Resource management				
1.	Laying of soil and water conservation structures	Formal request	Free	Within a week
2.	Designing of water harvesting structures for crop production	Formal request	Free	Within 2 weeks
3.	Pegging for river bank protection	Formal request	Free	Within a week
4.	Provide information on appropriate agro-forestry systems for environmental conservation	Formal request	Free	Within 2 weeks
5.	Provide information on soil fertility improvement approaches	Formal request	Free	One day
6.	Provision of technical information and implementation of policy and legal guidelines on crop production	Formal request	Free	One day
7.	Disseminate appropriate information on land use practices as per AEZ	Formal request	Free	One day
8.	Avail information on good agricultural practices to meet increasing quality and safety of produce	Formal request	Free	One day
9.	Provision of information on farm inputs use	Formal request	Free	Two weeks
10	Carry out regular pests and diseases surveys, monitor occurrences and advice on control	Formal request	Free	Immediately
11	Monitoring occurrences of migratory pests and institute control measures	Formal request	Free	One week
12	Avail information on post-harvest management-immediate	Formal request	Free	One day
13	Soil sampling for analysis	Formal request	Free	One week
14	Provision of information on orphan/emerging crops-one day	Formal request	Free	One month
15	Conveyance of the researchable farmers challenges to the research institutes	Formal request	Free	One month
16	Sourcing and dissemination of new/demanded farming technologies	Formal request	Free	Three weeks
17	Organizing and coordination of farmers and staff trainings	Formal request	Free	One week
18	Linking farmers and coffee societies to other stakeholders and related service providers	Formal request	Free	Two months
19	Provision of information on coffee factory and development	Formal request	Free	One month
20	Designing Coffee Factory Structures	Formal request	Free	One month
21	Provide information on value addition on agricultural produce	Formal request	Free	One day
22	Provide information on sustainable nutritional	Formal request	Free	One day

S/ No.	Service Rendered	Client requirement	Charges	Timeliness
	information on food production and requirements			
23	Avail appropriate agro-technologies to PLWHAs, youth and other vulnerable groups for income generation	Formal request	Free	One day
24	Provision of information on family health and hygiene in liaison with major collaborators and stakeholders	Formal request	Free	One day
25	Provide information on home and resources (time, energy, finances and skills) management	Formal request	Free	One day
26	Provide information on economic performance of major enterprises in the district	Formal request	Free	One day
27	Avail information on performance of major markets in the district	Formal request	Free	One day
28	Provide compensation rates for crops and forest products grown in the district	Formal request	Free	One day
29	Preparing enterprises-based proposal to access credit	Formal request	Free	Two weeks
30	Issuance of coffee Movement permit	Valid Booking Slip	Free	One day
31	Insurance of coffee licenses	Formal request	At a fee	14 days
B. Agricultural Mechanization Station				
1.	Dam /water Pan construction	Formal request	At a fee	Within 3 months
2.	Survey and Design (water Pans & dams)	Formal request	At a fee	Within 3 weeks
3.	Land ploughing per acre	Formal request	At a fee	Within 1 week
4.	Land harrowing per acre	Formal request	At a fee	Within 1 week
5.	Wheat Harvesting per acre	Formal request	At a fee	Harvesting season within 5 days
6.	Farm layout survey per hectare.	Formal request	At a fee	Within 1 week
7.	Survey for irrigation design per hectare	Formal request	At a fee	Within 1 week
8.	Farm access road grading	Formal request	At a fee	Within 3 months
9.	Ripping / bush clearing and leveling	Formal request	At a fee	Within 3 months
10.	Information on Engineering services	Formal request	Free	Immediate
C. Wambugu Agricultural Training Center				
1.	Offer residential and non-residential training facilities	Formal request	At a fee	1 week subject to availability of the facilities.
2.	Offer training hall/classroom, flip chart-stand and extension cables.	Formal request	At a fee	Immediately on request subject to availability.

S/ No.	Service Rendered	Client requirement	Charges	Timeliness
3.	Stakeholders' Field Day	Attendance	Free	Major field day: Once per year Other field days: On demand
4.	To visit your farm, on request, this is within us 5km radius, in our outreach programme.	Formal request	Free	Within 2 days.
5.	Provide land for adaptive on-farm trials of proven Technology to stakeholders.	Formal request	At a fee	3-month notice
6.	Farmers, schools and colleges open days (Dissemination of extension messages)	Formal request	At a fee	On Thursdays only.
7	Sale of agricultural produce.	Formal request	At a fee	On availability.
8	Sale of Quantity seeds & planting materials	Formal request		On availability.
9	Sale of milk and milk products	Clients to come from 6.00 A.M. to 7.30 A.M and 4.00 P.M. to 5.00P.M at our dairy section	At a fee	Immediately
10	Sale of bull calves at the age of 7-10 days	Formal request	At a fee	On advertisement

2.4.3 LIVESTOCK PRODUCTION

S/No	Service Rendered	Client requirement	Charges	Timeliness
1.	Organizing and coordination of farmers trainings through; - - Group trainings - Field days - Farm visits	Formal request	Free	One week
2	Availing extension technical materials for Reference	Formal request	Free	1 hr
3.	Provision of information on feed and livestock statistics	Formal request	Free	1 hr
4.	Availing information on feed rations	Formal request	Free	1 hr
5.	Availing information on feeding plans	Formal request	Free	1 hr
6	Availing livestock housing plans and designs	Formal request	Free	1 hr
7.	Avail information on good livestock husbandry practices to meet increasing quality and safety of produce	Formal request	Free	One day
8.	Availing technical advice on all livestock enterprises	Formal request	Free	One day

9	Conducting demonstrations on livestock production technologies and innovations	Formal request	Free	One week
10.	Sourcing and dissemination of new/demanded livestock farming technologies	Formal request	Free	Three weeks
11	Provision of information on livestock farm inputs use	Formal request	Free	Two weeks
12	Facilitate access to market information	Formal request	Free	1 hr
13	Provide information on value addition of livestock produce and products	Formal request	Free	One day
14.	Availing data on livestock products processors: reference, capacities, commodities, potentials	Formal request	Free	1 hr
15	Provision of technical information and implementation of policy and legal guidelines on livestock production	Formal request	Free	One day
16.	Avail information on beekeeping, bee hive designs and accessories	Formal request	Free	One day
17.	Avail information and advice on emerging livestock	Formal request	Free	1 hr
18	Availing copies of directorate reports	Formal request	Free	1 hr
19	Conduct damage assessment on pastures and fodder and prepare compensation reports as per provided compensation rates	Formal request	Free	One week
20	Licensing of Dairy Business Operators	Formal request	At a fee	2 weeks

2.4.4 FISHERIES DEVELOPMENT

S/No	Service Rendered	Client requirement	Charges (Ksh)	Timeliness
1.	Pond culture suitability assessment	Formal request	Free	1 hr
2.	Availing fisheries reports, statistics and information	Formal request	Free	1 hr
3.	Pond fish performance sampling	Formal request	Free	5 days
4.	Farmers trainings and farm visits	Formal request & on need basis	Free	5 days
5.	Interventions for fish mortalities and fish treatment	Formal report& on need basis	Free	3 hrs

S/No	Service Rendered	Client requirement	Charges (Ksh)	Timeliness
6.	Issuance of fish traders license	Formal request	500	1 hr
7.	Issuance of sport fisherman's license	Formal request	1,000	1 hr
8.	Issuance of fish processing license	Formal request	24,000	1 hr
9.	Fish quality inspection in farms, markets and processing plants	Routine and on demand	Free	Monthly

2.4.5 VETERINARY SERVICES

S/ No	Section	Service/Item Offered	Client Requirement	Charges	Timelines
1	Meat Hygiene	a) Meat inspection in all licensed s/slab/houses	Cooperation	As follows: -	Daily before 11a.m
				<u>Per animal</u> Cattle 100/= Sheep 30/= Goat 30/= Pig 50/= Commercial Chicken 5/= Commercial Rabbit 5/=	
		b) Issuing of licenses	Cooperation		As per scheduled programme.
		i) slaughter house inspection license	Cooperation	300/=	
		ii) Meat carrier license	Cooperation	200/=	
		iii) meat movement permit from outside the county	Cooperation	2000/=	
2	Breeding	Provision of A.I. services	Cooperation and reporting	Free	12 to 18 hours after animal is reported on heat
		Licensing of semen distributors/inseminators	Cooperation	2000/=	As per the schedule
3	Disease Control	a) Livestock movement permit	No objection letter from the destination county	Per consignment of not more than 20 cattle or 30 sheep, goats and	Promptly on request

				pigs	
		b) Livestock movement permit	No objection letter from the destination county	Per consignment of more than 20 cattle or 30 sheep, goats and pigs 100/=	5 minutes
		Respond to report of disease outbreaks	Prompt reporting	Free	3 days
		Sampling for laboratory disease confirmations	Reporting and cooperation	As per the laboratory charges	1 day
		Imposition of quarantines following notifiable disease outbreak	Cooperation	Free	Immediately following laboratory confirmation
		Carrying out postmortems.	Cooperation	Free	1 day
		Livestock vaccination against notifiable diseases	Presentation of livestock in the designated crushes	As per bellow charges;	As per the scheduled programme.
		i) Foot & Mouth Disease vaccine	Cooperation	10/=	
		ii) Rabies Vaccine	Cooperation	10/=	
		iii) Anthrax vaccine	Cooperation	20/=	
		iv) CCPP Vaccine	Cooperation	10/=	
		v) Rift Valley fever vaccine	Cooperation	Free	
4	Leather Development	Training of flayers on flaying techniques and hides/skin banda owners on proper conservation of hides and skins	Cooperation	Free	As scheduled
		a) Flayers license renewal (per Annum)	Valid medical certificate	200/=	5 minutes
		b) Hides and Skin dispatch Notes (per consignment)	Cooperation	100/=	5 minutes
		c) Slaughter man's Folder	Cooperation	250/=	5 minutes
		d) Registration of curing premises certificate (per annum)	Cooperation	600/=	5 minutes
		e) Hides and Skin Buyers (from outside the county) license (per annum)	Cooperation	3000/=	5 minutes
5.	Administration	Responding to client's complains	Reporting complains	Free	Immediately

2.5 REDRESS MECHANISM

- i. The department shall not condone impropriety
- ii. Complaints regarding tenders should be addressed to the Public Procurement Oversight Authority within 21 days after contract notification and to the Nyeri County Public Complaints Committee within 14 days after contract notification.
- iii. Complaints on poor service delivery, unethical conduct and general breach of norms of integrity should be reported immediately to the Chief Officer, for necessary remedial/ disciplinary action. You may also report to EACC or the Kenya Police.
- iv. All complaints from internal customers should be reported immediately to the Chief Officer for the necessary action.

2.6 REVIEW OF THE CHARTER

The Department will in consultation with its customers and other relevant stakeholders review this charter as deemed necessary to keep abreast with any new changes to ensure continuous improvement in service delivery.

2.7 FEEDBACK

- Confidentiality and privacy shall be upheld.
- Feedback may be communicated through telephone, letters, e-mail or suggestion boxes, which have been made available within the department for your use.
- All feedback shall be acknowledged and addressed within seven (7) days. However, complaints of technical nature will be responded to within thirty (30) working days.

ALL enquires; complaints, compliments and suggestions relating to Department services should be forwarded to:

• County Secretary • County Government of Nyeri • Town Hall Second Floor • P.O Box 1112 -10100 • Nyeri • Tel 061-2030700	• The Commission Secretary/ Chief Executive Officer • Commission of Administrative Justice • 2nd Floor West End Towers, Waiyaki Way • P.O Box 20414 -00200 • Nairobi • Tel +254 (0) 20 2270000/2303000 • Email: complain@ombussman.go.ke
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Huduma Bora Ni Haki Yako