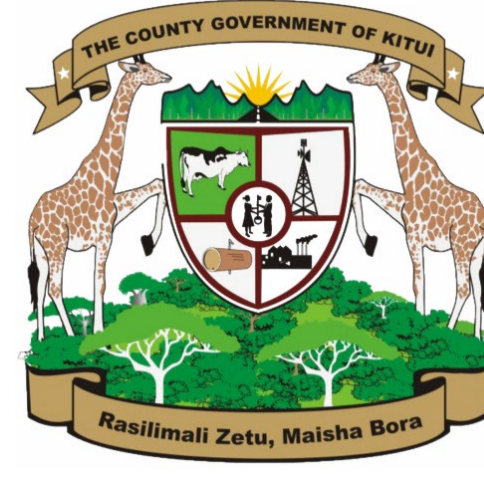


COUNTY GOVERNMENT OF KITUI



MINISTRY OF AGRICULTURE AND LIVESTOCK

CITIZEN'S SERVICE DELIVERY CHARTER

The Ministry is committed to provide efficient and environmentally friendly services through participatory approaches to ensure sustainable and prosperous Agriculture and Livestock Sub-Sectors

Service	Client Requirement	Charges (Kes)	Timelines	Responsibility
1. Customer Care				
a. Visitors reception	Nil	Free	Within three (3) minutes on arrival	Receptionist
b. Telephone calls	Nil	Free	Call to be picked by third ring within working hours	Receptionist
c. Routine correspondence	Nil	Free	Reply within 2 working days from the date of receipt	Office Administrator
d. Technical correspondence	Formal clear request	Free	Acknowledgement done immediately. Reply done within a week from the date of receipt of enquiry.	Subject matter specialist
2. Provision of agricultural extension & advisory services				
	On request	Free	Within three (3) days	All departments
3. Provision of information on agricultural sector credit, output/input and statistics				
	On request	Based on agreed budget	Within three (3) days	All departments
4. Facilitate agricultural policy formulation & development				
	Attendance	Free	On need basis	All departments
		Cost/acre Tractor ploughing Kes 1,000 Harrowing Kes 1,500 Planting Kes 1,500 Cost/hour dry rate (Agricultural works) Excavator - Kes 4,720 Dozer-D6 - Kes 3,020 Dozer D7 - Kes 3,772 Backhoe - Kes 1,960 Wheel loader - Kes 3,020 Tipper truck - Kes 3,310 or 110 /km Low loader 250/km Cost/hour dry rate (Non-agricultural works) Excavator - Kes 10,500 Dozer-D6 - Kes 7,000 Dozer D7 - Kes 7,500 Backhoe - Kes 5,400 Wheel loader - Kes 7,000 Tipper truck - Kes 3,310 or 110/km Low loader 250/km		Sub-county Agricultural Office for Tractor Hire Services (THS) Agricultural Mechanization Services (AMS) for Plant Hire Services (PHS)
5. Provision of agricultural machinery hire services	On request (fill application form at Kes 50)		Within 30 days depending on availability	
6. Survey and design of water harvesting & storage structures				
	On request	Kes 25,000	Within three (3) weeks	AMS
7. Layout of soil and water conservation structures				
	On request	Free	Within one (1) week	Field extension agriculture officers
8. Assessment & valuation of agricultural enterprises				
	On request from government arbitrator/investor	Free	Within 14 days	All departments
9. Inspection of completed projects				
	On request	As per project document	Seven (7) days after completion	All departments
10. Response to pest and disease outbreaks on crops, livestock & fisheries				
	Reporting	Free	Within 2 days	All departments
11. Meat inspection				
		Cost/animal Goat, sheep, pig - Kes 25 Cattles - Kes 100	Within one (1) hour	Veterinary public health section
12. Provision of semen & liquid nitrogen				
	On request	Free	6 to 12 hours after heat detection	Veterinary breeding section
13. Vaccination				
	Presentation of animals at a public vaccination centre (crush)	Cost/animal Foot & Mouth Disease (FMD) - Kes 30 Blanthax (BQ) - Kes 10 Lumpy Skin Disease (LSD) - Kes 10 East Coast Fever (ECF) - Kes 1,000 Contagious Caprine Pleuropneumonia (CCPP) - Free Pest des Pestis Ruminants (PPR) - Free Sheep & Goat (S&G) Pox - Free Gumboro - Free New Castle Disease (NCD) - Free Fowlpox - Free Rabies - Kes 30	Biannual Biannual Annually Once Annually Annually Annually Annually Annually Annually	Veterinary services, Disease control section
14. Issuance of licenses, permits and certificates				
	Adherence to application condition	Movement permit - Kes 500/consignment Hides & skins dispatch notes - Kes 100/consignment Licencing Registration of hides & skins premises - Kes 500 Certificate of movement - 20/consignment Slaughterhouse - 1,000/year Renewal carrier - 100/year Flayer - 250/year	One (1) to five (5) minutes	Veterinary services
15. Residential conferencing facilities				
	On formal request	Full board - Kes 3,150/person/day Half board - Kes 1,800/person/day	One (1) day subject to availability of facilities	ATC
16. Non-residential training and conferencing facilities				
	On request	Hall hire/day Below 40 people - Kes 3,000 40 to 80 people - Kes 5,000 Above 80 people - Kes 7,000 ATC Ground hire - Kes 10,000	One (1) day subject to availability of facilities	ATC
17. Sale of quality seedlings and agricultural produce				
	On request	Grafted mango seedlings - Kes 120 Tissue culture bananas - Kes 110 Pawpaw seedlings - Kes 20 - 50 Citrus Seedlings - Kes 50 Others tree seedlings - Kes 20 - 150 Chicks - kes 100-300/chicks (Various ages) Fertilized Eggs - Kes 350 - 750/crates	On availability	ATC
18. Fish culture suitability assessment				
	On request	Free	Two (2) days	Fisheries section