

REPUBLIC OF KENYA



COUNTY GOVERNMENT OF KILIFI

OFFICE OF THE CHIEF OFFICER

DEPARTMENT OF AGRICULTURE, LIVESTOCK DEVELOPMENT AND FISHERIES



DEPARTMENTAL SERVICE CHARTER

AUGUST 2014

WORD FROM THE COUNTY EXECUTIVE MEMBER

This service charter has been prepared in response to the County Government's requirement that all government bodies, which provide services to the public, develop individual service charters. The charter outlines the Department's services, the rights and obligations of our clients as well as the redress mechanism in place to ensure provision of quality services to the public. We in the Department of Agriculture, Livestock Development and Fisheries are committed to the Kilifi County Government's policy of 'Zero Tolerance to Corruption', Results Based Management and ensuring high service provision for the benefit of "Kadzo" in the County.

HON. MWALIMU MENZA

EXECUTIVE MEMBER FOR AGRICULTURE, LIVESTOCK DEVELOPMENT AND FISHERIES

MESSAGE FROM THE CHIEF OFFICER

As the County Governments continues to implement broad reforms within the public sector, the Department commits itself, through this charter to deliver quality and timely services commensurate with our clients' expectations.

We are committed to creating an environment of mutual respect in all our working places. We further commit ourselves to provide comprehensive information on our services and to clearly detail any requirements that may apply in accessing such services. We request our clients avoid offering inducements to our staff in exchange for a service.

Finally, we invite and welcome your comments on this edition of the Department's Service Charter to facilitate improvement of subsequent editions.

BAHA NGUMA

CHIEF OFFICER FOR AGRICULTURE, LIVESTOCK DEVELOPMENT AND FISHERIES

PURPOSE OF THE SERVICE CHARTER

This Service Charter purposes to inform the general public the services the Department of Agriculture, Livestock Development and Fisheries offers to its esteemed clientele. It confirms our commitment in offering quality services as we deliver our mandate within the County of Kilifi.

This Charter outlines the different services we offer, our core functions, the rights of our esteemed customers and the procedures followed in our effort to offer high quality services to you. We have also attached herein a customer feedback form to assist us in self assessment with a view of continuously enhancing service delivery through this feedback mechanism.

WHO ARE WE?

The Department of Agriculture, Livestock Development and Fisheries is one of the 10 Departments created by H.E the Governor The Department Hon. Amasan Jefa Kingi as provided for by our Constitution 2012 in the fourth schedule and the The Department Government Act 2012.

CORE FUNCTIONS OF THE DEPARMENT

The Department in its strategy of fulfilling its overarching goal of Food Security for all citizens of The Department has singled out the following areas of focus:-

- a. Increasing production and productivity
- b. Livelihoods diversification
- c. Promoting value addition
- d. Increasing access to financial services
- e. Promoting irrigation
- f. Enhancing on-farm water harvesting techniques
- g. Make the Mtwapa ATC a one stop training centre
- h. Improving livestock breeds
- i. Capacity building BMUs

- j. Mechanization of agricultural production
- k. Introducing drought tolerant and disease resistant crops/animals
- l. Building the capacity of Agriculture Mechanization Services
- m. Enhancing extension service delivery through Farmer Field Schools Approach
- n. Sectoral policy formulation and developing legal frameworks

WHO ARE OUR CUSTOMERS?

The Department offers services to a wide range of esteemed customers who include; the general public/community, potential investors, private sector players, other Government Institutions/Agencies, Non-state actors, Community Based Institutions and individuals.

The Department also engages with the National Government, neighbouring Countries Regional as well as International Institutions.

DEPARTMENTAL MANDATE, VISION AND MISSION

The mandate, vision and mission of the Department of Agriculture, Livestock Development and Fisheries are:

Mandate

1. Develop Agriculture for Food security and Agri-Business
2. Develop Livestock and provide veterinary services
3. Development and management of fisheries

Vision *“Food security for all people in the County”*

Mission

The Mission statement of the Department is: *“To transform and promote agriculture, livestock and fisheries for improved livelihood and sustainable development.”*

DEPARTMENTAL GOALS, OBJECTIVES AND STRATEGIES

The goals, objectives and strategies of the department are given in the table as follows:

Goal I: Develop agriculture for food security and agribusiness

NO.	OBJECTIVES	STRATEGIES
1.	Modernize agriculture for increased productivity	Undertake research and innovation
2.	Enhance institutional capacity	Enhance partnerships for extension services
3.	Promote market access and value addition	Enhance agri-business
4.	Enhance production and productivity	Improve production efficiency

Goal II: Improve Livestock production and provide veterinary services

NO.	OBJECTIVES	STRATEGIES
1.	Enhance livestock productivity and management	Improve livestock production efficiency & research
2.	Provide efficient livestock and veterinary extension services	Improve livestock & veterinary service delivery
3.	Facilitate the marketing of livestock and livestock products	Promote livestock based agri-business

Goal III: Management the sustainable development of Fisheries

NO.	OBJECTIVES	STRATEGIES
1.	Promote the utilization of appropriate technologies in fisheries	Enforce rules and regulations
2.	Enhance fisheries production	Institutional support to fisher folk
3.	Facilitate marketing of fisheries	Promote fisheries value addition

DEPARTMENTAL CORE VALUES

The Department will strive to uphold the following core values as embraced by the County Government of Kilifi:

1. Patriotism and Sovereignty of the People

The Department Government recognizes that Kenya is a unitary state in spite of the many counties and the cultural diversity. The Department will uphold the value of patriotism and sovereignty of the people in all its activities including participating during national days.

2. Respect to the Rule of Law

Respect to the rule of law ensures that essential human rights are protected and that everyone is equal and is entitled to a fair hearing. The Department will promote respect to the rule of law.

3. Inclusive and Sustainable Development

The Department Government recognizes that its people are at the centre of development agenda and that any development initiatives should be sustainable. It will therefore ensure public participation and inclusion of all citizens in The Department matters. In addition it will ensure that any development programme will be beneficial to both the present and the future generation.

4. Good Governance and Integrity

Good governance and integrity are critical to the success of The Department. The Department will subscribe to the principles of honesty and uprightness in the conduct of its business.

5. Service Excellence

The success of The Department will depend on the quality of services delivered to its customers. The Department will adopt best practices and quality standards in the provision of services to ensure customer satisfaction.

6. Transparency and Accountability to the people

The Department is answerable to the people we serve. The Department will ensure transparency and accountability in its conduct of business

OUR COMMITMENT TO OUR CUSTOMERS

This service charter demonstrates our continued commitment to offer high quality service to our esteemed clients and the general public. We strive to offer our services timely and exercise high professionalism as we do so.

OUR RESPONSILITIES IN SERVICE DELIVERY

A. GENERAL SERVICES

We commit ourselves to:

- To answer your telephone calls immediately
- To attend to you the soonest we can within the first 10 minutes of your reporting to the customer care desk
- To reply to your letters within 1 week after receiving them
- To handle public complaints confidentially

B. OUR SERVICES, CLIENT REQUIREMENTS AND TIME FRAME OF DELIVERY

No	SERVICE	REQUIREMENTS	COST	TIME
AGRICULTURE				
1	Dissemination of on new technologies	On need basis	Free	Continuous
2	Link farmers research priorities to research institutions	On need basis	Free	Continuous
3	Capacity build extension staff and stakeholders	On need basis	Free	Continuous
4	Train farmers through shows, visits, tours, demonstrations, field days	On need basis	Free	Seasonal
5	Organize agricultural stakeholders forum	On need basis	Free	Quarterly
6	Provide information and interpretation of existing policies	On need basis	Free	Immediate
7	Facilitate public participation on policy issues	On need basis	Free	When need arise
8	Provide information to clients on existing markets, farm produce prices, farm credit sources	As requested	Free	Immediate
9	Advise clients on farm inputs and farming implements	On need basis	Free	Immediate
10	Advisory services on soil and water conservation	On need basis	Free	Immediate
11	Monitoring food situation and crop condition	Routine activity	Free	Continuous
12	Surveillance and control of notifiable pests e.g. armyworms, locusts	Routine activity	Free	Immediate
13	Advisory services on postharvest management	As requested	Free	Immediate

14	Provide information on the nutritive value of foods, daily food intake	As requested	Free	Immediate
15	Coordinate and backstop development of farm business plans at Sub County	Routine activity	Free	Continuous
16	Monitoring and Evaluation of Agricultural programmes and projects	Routine activity	Free	Continuous
17	Advice on HIV/AIDS, gender, environment, drug abuse, governance and human rights	Routine activity	Free	Continuous
18	Backstopping of Agricultural institutions activities	Routine activity	Free	Quarterly

LIVESTOCK PRODUCTION

1.	Response to client inquires	Cooperation from client	Free	Immediately to Maximum of 7 days
2.	Facilitate access to livestock breeding stock	Formal request	Free	1-7 days
3.	Avail advice, plans, designs and Statistical data for: <ul style="list-style-type: none"> • Livestock enterprises agribusinesses • Livestock and emerging Livestock • Pastoralism and ranching • Apiary management 	Cooperation of client	Free	15min – 1 wk
4.	Facilitate access to market for livestock and livestock products	Formal request	Free	1hr
5.	Training of farmers	Formal request	Free	1 week -2 week
6.	Facilitate access to pasture and fodder planting material	Formal request	Free	Immediately to 7 days
7.	Facilitate access to Livestock	Formal request	Free	1hr – 1wk

	production information			
8	Availing extension technical material	Formal request	Free	15 minutes
VETERINARY SERVICES				
1	Response to client enquiries	Cooperation from clients	Free	Immediately to a maximum of 7 days
2	Facilitate access to market information	Formal Request	Free	1 hour
3	Availing extension technical material	Formal request	Free	15 minutes
4	Livestock Movement Permit	Formal request and show No objection chits	Kshs.50	1 to 3 minutes
5	Issuance of certificate to transport meat	Formal request	Kshs.20 per consignment	3 to 5 minutes
6	Artificial Insemination Services, licensing and semen distribution	Meet necessary requirements	Kshs 1,500.00	1 week
7	Slaughterhouse /slab licensing	Meet necessary requirements	Kshs. 200.00	7 days a week
8	Slaughter man's renewal licence	Meet necessary condition	Kshs. 100	10 minutes
9	Registration of premises certificate	Meet necessary condition	Kshs. 500.00	10 minutes
10	Licensing for export slaughterhouse		Kshs 5000.00	10 minutes

11	Hides and skins Dispatch Notes	Formal request	Kshs 100	10 minutes
12	Training of new technicians on artificial Insemination	Formal application	Kshs. 20,000.00 as fees	4 weeks
13	Veterinary Health Certificate	Formal request	Kshs. 1000.00	10 minutes
14	Vector Control (Tsetse flies and ticks)	Instituted based on need	Free	As scheduled
15	Notifiable disease tests, Mass screening of animals as initiated by the county Director of Veterinary Services		Free	Non specified (Varied)
16	Screening animals for trade/export	Formal request	Varied	1- 7 days
17	Farm level vaccinations	Formal request	Varied as per the cost of vaccines	1-4 days depending on availability of vaccines
18	Clinical case intervention	Formal request	Varied	1 day

FISHERIES

S/N O	SERVICE	REQUIREMENTS	COST	TIME
1	Attend to visitors on arrival	None	nil	3minutes
2	Respond to correspondence	correspondence	nil	7days
3	Visit a farmer/fisher group	request	nil	2 weeks
4	Process local fishing license	Application and	200/=	1 day

		approval from BMU		
5	Process fish traders licence and movement permit	Application,	350/=	1 day
6	Respond to distress call in sea	call	Rescuers	10 minutes

RIGHTS AND OBLIGATIONS OF OUR CLIENTS

Rights of Our Clients

Our customers have a right to:

- 1) Quality and prompt service in all our premises.
- 2) Access accurate and balanced information about the County Department.
- 3) Be treated with respect and courtesy by all our staff.
- 4) Be provided with requested service expeditiously.
- 5) Request for the identity of the officer(s) offering a service.
- 6) Engage in constructive criticism.
- 7) Demand your payment for goods delivered and services rendered.
- 8) Make enquiries at any time within the official working hours and to raise genuine complaints.

Obligations of Our Clients

We expect our customers / clients to:

- 1) Be conversant with the Code of Regulations for Public Servants, the Public Service Ethics Act and other relevant laws and codes.
- 2) Provide accurate and timely information to facilitate provision of services
- 3) Give our staff necessary cooperation and respect as they carry out their lawful duties.
- 4) Avoid bribing or compromising any member of staff.
- 5) Avoid offering inducements to our staff for services.

6) Demand an official receipt upon payment of any monies that may be chargeable for services rendered by the Department.

Redress Mechanism

- 1) Complaints regarding tenders should be addressed to the Public Procurement Oversight Authority within 21 days after contract notification and to the Kilifi County Public Complaints Committee within 14 days after contract notification.
- 2) 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.
- 3) All complaints from internal customers should be reported immediately to the Chief Officer for the necessary action.

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.

ALL enquires relating to Department services should be addressed to:

Chief Officer, Agriculture, Livestock Development and Fisheries

P.O BOX 519-80108, KILIFI

0728-098-274 OR 0733-652-420

dnguma@kilifi.go.ke or nbahanguma@yahoo.com

CUSTOMER FEEDBACK FORM

Please give us your feedback on our services delivery

<i>The type of service you wanted from the Department</i>	<i>Kindly give us feedback on the service offered to you.</i>
<i>The type of service you wanted from the Department</i>	<i>Kindly give us feedback on the service offered to you.</i>
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Please give us your comments on how to improve service delivery.

Customer address; VOLUNTARY/OPTIONAL

1. Name

2. Address

3. Telephone contact

4. Email

THANK YOU FOR YOUR TIME