



## Department of Agriculture, Irrigation, Livestock, Fisheries & Cooperative Development

### CITIZENS' SERVICE DELIVERY CHARTER

#### Vision

A food secure, healthy and wealthy county for sustainable socio-economic development

#### Mission

To improve the livelihoods of the Makueni citizens through sustainable management of crop and livestock resources and prudent management of co-operatives

**We are committed to providing quality services to our customers with high level professionalism, dignity, integrity and courtesy.**

S/No	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/ GOOD (If any)	TIMELINE
1.	Provide extension, mechanization and good Agricultural Practices	Formal request	Free to varied costs	1-7 days
2.	Provide linkage to input services, financial services, technologies and market information	Formal request	Free	3 days
3.	Response to notifiable pests and diseases	On threshold levels	Free	Immediate
4.	Issuance of Livestock Movement Permit	Formal request and Production of No objection chits Payment of applicable fees per consignment	Kshs.200.00	Immediate
5.	Issuance of certificates of compliance to meat hygiene and safety	Formal request Consignment duly inspected	<ul style="list-style-type: none"> <li>• Registration of premises Kshs 500</li> <li>• Meat Transport Kshs.20 per Consignment</li> </ul>	Immediate to 7 days

			<ul style="list-style-type: none"> <li>• Veterinary (Butchery Operator) Health Certificate – Kshs 1000</li> <li>• Hides and skins dispatch notes – Kshs 100</li> <li>• Animal screening for export - Varied</li> </ul>	
6.	Provision of Artificial Insemination Services and semen distribution	Meet necessary veterinary practice requirements	Ksh 1,500.00	7 Days
7.	Licensing	Fulfilment of pre-licensing inspection requirements	<ul style="list-style-type: none"> <li>• Slaughter premise- Ksh 2000.00 to 4000.00 depending on the category</li> <li>• Renewal – Kshs 100</li> <li>• Export slaughterhouse – Kshs 5,000</li> <li>• Fisher men Kshs 3,000</li> <li>• Fish movement Kshs100</li> <li>• Fish trader – Kshs 1000</li> </ul>	7 days
8.	Registration of cooperatives	Formal request	2700	Within 2 months of receipt of all requisite documents and fees
9.	Enforcement and compliance	Formal request	<ul style="list-style-type: none"> <li>• Replacement of certificates 1000</li> <li>• Amendment of Cooperatives – Kshs 1000</li> </ul>	Within 30 days of receipt of all requisite documents and fees

***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY***

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

County Executive Committee Member Department of Agriculture, Irrigation, Livestock, Fisheries & Cooperative Development MAP Offices P.O Box 78-90300, Makueni Email: <a href="mailto:ecmagriculture@gmail.com">ecmagriculture@gmail.com</a>	The County Secretary Makueni County P.O. Box 78-90300, Makueni Tel : 020-2034944 Email : <a href="mailto:county.secretary@makueni.go.ke">county.secretary@makueni.go.ke</a> , <a href="mailto:contact@makueni.go.ke">contact@makueni.go.ke</a> <a href="http://www.makueni.go.ke">www.makueni.go.ke</a>
<b><i>HUDUMA BORA NI HAKI YAKO</i></b>	

