



GOVERNMENT OF MAKUENI COUNTY
Department of Agriculture, Livestock, Fisheries and Cooperatives Development

CITIZENS' SERVICE DELIVERY CHARTER

Vision Statement A food secure, healthy and wealthy County with sustainable socio-economic development	Mission Statement To improve the livelihoods of the Makueni Citizens through sustainable management of crops and livestock resources and prudent management of cooperatives
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We are committed to providing quality services to our customers with high level professionals, dignity, integrity and courtesy

SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE/GOOD	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 to varied costs	3 days
3 Response to notifiable pests and diseases	On threshold levels	Free to varied Costs	Immediate
4 Issuance of livestock movement permit	Formal request and production of No objection chits Payment of applicable fee per consignment	Ksh 200.0	Immediate
5 Issuance of certificate of compliance for meat hygiene and safety	Formal request Consignment duly inspected	Registration of premises Ksh 500 Meat transport Ksh 20 per consignment Veterinary (butchery operator) health certificate - Ksh 1000 Hides and skins dispatch notes - Ksh 100 Animal screening for export - varied	immediate to 7 days
6 Provision of artificial insemination services and semen distribution	Meet necessary veterinary practice requirements	Ksh 1500	7 days
7 Licensing for various services and activities	Fulfillment of pre-licensing inspection requirements	Slaughter premise-Ksh 2000 to 4000 depending on the category Renewal Ksh 100 Export slaughterhouse -Ksh 5000 Fishermen License Ksh 3000 Fish movement Ksh 100 Fish trader - Ksh 1000	7days
8 Registration of cooperative societies	Formal request	Ksh 2,700	Within 30 days
9 Enforcement and compliance to cooperative legislation	Formal request	Replacement of certificate of registration Ksh. 1000 Amendment of by-laws - Ksh 1000	Within 30 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

County Executive Committee Member Department of Agriculture, Livestock, Fisheries and Cooperative Development MAP Offices P.O Box 78 - 90300, Makueni; Email; ecmagriculture@makueni.go.ke	The County Secretary Makueni County P.O Box 78-90300 Makueni - Tel 020-2034944 Email: county.secretary@makueni.go.ke contact@makueni.go.ke www.makueni.go.ke
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