



MINISTRY OF AGRICULTURE AND LIVESTOCK DEVELOPMENT

CITIZEN'S SERVICE DELIVERY CHARTER



MISSION.

To create an enabling environment for sustainable food and nutrition security and improved livelihoods for all Kenyans.

VISION.

A food secure and wealthy nation anchored on an innovative, commercially oriented and competitive agricultural sector.

Serial No.	Services Offered	Service point	Client Requirement	Charges in(Ksh)	Timelines
1.	Communication service				
	(a) Attendance to office Visitors	Headquarters and all Departments	Self-introduction & courtesy for the receptionist.	Free	Three (3) minutes on arrival
	(b) Responding to Telephone calls	Headquarters and all Departments	Self-introduction, courtesy & clarity of the message	Free	Attended to within 3 rings
	(c) To reply Letters and emails	Headquarters	-Give your email -Give your Telephone number	Free	- Replied to within 14 days from date of receipt -Acknowledged within 2 days -Requested action to be taken with 14 days
	(d) Technical correspondence and physical appearance	Headquarters	Give your email -Give your Telephone number -present yourself to the office	Free	Replied to within 21 days of receipt of the enquiries
	(e) Access to Information	Headquarter	Visit to headquarter offices, email, letters, telephone and Ministry website	Free	Within 3 days
2.	Issuance of licenses permits and certificates	Agriculture Secretary, Dir. Veterinary Services, Dir. Livestock Production.	Adherence to application conditions.	0.50-5000	A Maximum of 7 days
3.	Provision of information on Agricultural Sector credit, output/input and statistics	All Departments	Formal request	Free	A maximum of 3 days
4.	Provision of Agricultural Sector information, Education and communication	Headquarters	Formal request	Free	A Maximum of 7 days
5.	Development of Policy guidelines and legislation for implementation of Agricultural Sector Programmes.	Headquarters	On demand	Free	As need arises
6.	Verification & recommendation of VAT and Custom duty exemptions and waivers	Headquarters	Formal request	Free	2 days
7.	Linking Agriculture sector stakeholders with information on research and other service providers.	Headquarters	On demand	Free	One day to two months
8.	Monitoring and coordination of management of pests and diseases outbreaks	Director Veterinary Services.	Relevant /Pertinent information	Free	One week
9.	Provision of laboratory services	Director Veterinary Services, Director Livestock Production.	Samples	0-1,000	Within 7 days
10.	Provision of information on training opportunities & procedure	Human Resource Management & Development	Formal request	Free	1 month to deadline of application
11.	Provision of attachment, internship & apprenticeship	Human Resource Management & Development	Formal request	Free	One month to deadline of application
12.	Disbursement of AIEs to stations & Projects	Finance and Accounts	None	Free	By 15 th day of the start of quarter
13.	Payments to service providers & claims	Accounts	Attach relevant documents	Free	7 days
14.	Procurement of goods & services	Supplies Chain management	Attach relevant documents	Free	Depends on the Nature of goods & services as per procurement regulations
15.	Updating the Ministry website	ICT	Web visit and feedback	Free	Weekly

The Ministry adheres to provisions of the constitution on cohesion and principles of governance as well as administrative justice. we are committed to courtesy and excellence in Service Delivery.

The Cabinet Secretary
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Public complaints may be reported to:

The secretary
Commission on Administrative justice
(office of the Ombudsman)
P.O Box 20414-00200
Nairobi, Kenya
Telephone: +254 202 270000, +254 020 2303000
Email: info@ombudsman.go.ke
Website : www.ombudsman.go.ke
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