



COUNTY GOVERNMENT OF ELGEYO MARAKWET
DEPARTMENT OF AGRICULTURE, LIVESTOCK, FISHERIES AND IRRIGATION
CITIZEN SERVICE DELIVERY CHARTER

Preamble:	The Department of Agriculture and Livestock production has three subdivisions, namely the Unit of Agriculture, the Unit of Livestock and the Unit of Veterinary. This Citizen Service Charter is an affirmation of the department's commitment to giving the citizens of Elgeyo Marakwet county the best services possible.
Vision statement:	A model county in the promotion of innovative, commercially oriented and modern agricultural sub-sector.
Mission statement:	To improve livelihoods of the people of the county through promotion of competitive agriculture and sustainable livestock and fisheries development, equitable productive capital and sustainable management of land resources
Values:	<i>Professionalism, integrity, partnership, efficiency and responsiveness, gender equity, accountability and transparency</i>
Core functions:	1. Enhances food & nutrition security, 2. Manages & controls pests and diseases, 3. Facilitates technology transfer, 4. Undertakes information management, 5. Facilitates income generation and wealth creation programs in the county, 6. Formulates policies and regulations for the agriculture sub-sector, 7. Promotes sustainable land use and resource management.

Citizen's Obligations	Citizen Service Guarantee & Service Standards
All citizens seeking services from the department are required to: 1. Treat department personnel with courtesy and respect, 2. Cooperate with department personnel in order to serve you better, 3. Request for services using appropriate communication channels, 4. Observe laid down regulations, procedures and policies in order to access required services, 5. Be ready to meet costs where applicable, 6. Provide feedback on county services delivery.	We are committed to the following service provision standards: 1. Provision of quality services, 2. Timely and prompt responses, 3. Courteous reception to all our customers, 4. Adherence to professional ethics.

Citizen Service Charter Matrix				
No.	Service Offered	Citizen Requirement	Cost	Time
1	Response to clients' inquiries	✓ Formal inquiry ✓ Cooperation with county personnel for effective service delivery	Free	Immediately
2	Provision of extension services to the citizens	✓ Citizen cooperation with our extension staff ✓ Request for specialized extension service(s)	Free	14 days

3	Crop/livestock damage assessment	✓ Written request for assessment	Free	2 days
4	Artificial insemination services	✓ Formal request	Ordinary semen – Kshs. 200 Sexed semen – Kshs. 500	2 days
5	Surveillance and management of pests and disease outbreak	✓ Report of incidences of outbreaks ✓ Cooperation with county field personnel	Free	2 days
6	Livestock vaccinations	✓ Presentation of animals for vaccination ✓ Payments where necessary	Market rates plus 5% admin cost	Routinely
7	Issuance of licenses, certificates and permits	✓ Application in the prescribed format ✓ Adherence to application conditions	As per approved county revenue rates	1 day
8	Fish pond siting and pegging	✓ Formal request ✓ Availability of land/space for fish pond siting	Free	30 days
9	Survey and technical designs of irrigation projects	✓ Formal request ✓ Compliance with all other conditions (e.g. approvals/permits)	Free	30 days
10	Hiring out of ATC facilities and machinery	✓ Request for service in good time	As per approved county revenue rates	5 days
11	Survey and technical designs of Land management structures	✓ Formal request	Free	2 days

Feedback corner

For any query or concern please contact:

The Chief Officer,
Department of Agriculture, Livestock, Fisheries and Irrigation,
P.O. Box 220, ITEN
Telephone no. +254721360154,
Website: www.elgeyomarakwet.go.ke

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

Alternatively, you can contact our Complaints Handling Committee:

Tel: +254 721360154

Email: cecagriculture@elgeyomarakwet.go.ke

Physical Address: County Offices, Treasury Building

Postal Address: P.O. BOX 220-30700 ITEN

You can also drop your complaint/suggestion in the suggestion box located at the CEC's Office, County Treasury Building

You can also seek redress by filing a complaint with the Commission on Administrative Justice:

The Commission Secretary
Commission on Administrative Justice
West end Towers, 2nd floor
Waiyaki Way - Westlands
P.O. Box 20414-00200 NAIROBI
Email: complain@ombudsman.go.ke

The fees/charges indicated in this Citizen Service Charter have been extracted from the Elgeyo Marakwet County Finance Act 2015



COUNTY GOVERNMENT OF ELGEYO MARAKWET DEPARTMENT OF AGRICULTURE & LIVESTOCK PRODUCTION CITIZEN SERVICE DELIVERY CHARTER

Vision statement

A model county in the promotion of innovative, commercially oriented and modern agricultural sub-sectors

Mission statement

To improve livelihoods of the people of the county through promotion of competitive agriculture and innovative research, sustainable livestock and fisheries development, equitable productive capital and sustainable management of land resources

Values espoused

Professionalism, integrity, partnership, efficiency and responsiveness, gender equity, accountability and transparency

No.	Service Offered	Citizen Requirement	Cost	Time
1	Response to clients' inquiries	✓ Formal inquiry ✓ Cooperation with county personnel for effective service delivery	Free	Immediately
2	Provision of extension services to the citizens	✓ Citizen cooperation with our extension staff ✓ Request for specialized extension service(s)	Free	14 days
3	Crop/livestock damage assessment	✓ Written request for assessment	Free	2 days
4	Artificial insemination services	✓ Formal request	Kshs. 200 (Ordinary semen) Kshs. 500 (Sexed semen)	2 days
5	Surveillance and management of pests and disease outbreak	✓ Report of incidences of outbreaks ✓ Cooperation with county field personnel	Free	2 days
6	Livestock vaccinations	✓ Presentation of animals for vaccination ✓ Payments where necessary	Market rates plus 5% admin cost	Routinely
7	Issuance of licenses, certificates and permits	✓ Application in the prescribed format ✓ Adherence to application conditions	As per approved county revenue rates	1 day
8	Fish pond siting and pegging	✓ Formal request ✓ Availability of land/space for fish pond siting	Free	30 days
9	Survey and technical designs of irrigation projects	✓ Formal request ✓ Compliance with all other conditions (e.g. approvals/permits)	Free	30 days
10	Hiring out of ATC facilities and machinery	✓ Request for service in good time	As per approved county revenue rates	5 days

11	Survey and technical designs of Land management structures	✓ Formal request	Free	2 days
----	--	------------------	------	--------

Feedback corner

For any query or concern please contact:

The Chief Officer,
Department of Agriculture, Livestock, Fisheries and Irrigation
P.O. Box 220, ITEN
Telephone no. +254721360154, Website: www.elgeyomarakwet.go.ke

Office Hours: Monday – Friday, 8 am – 1 pm & 2 pm – 5 pm

Alternatively, you can contact our Complaints Handling Committee:

Tel: +254 721360154
Email: cecagriculture@elgeyomarakwet.go.ke
Physical Address: County Offices, County Treasury Building
Postal Address: P.O. BOX 220-30700
ITEN

You can also drop your complaint/suggestion in the suggestion box located at the CEC's Office, County Treasury Building

You can also seek redress by filing a complaint with the Commission on Administrative Justice:

The Commission Secretary
Commission on Administrative Justice
West end Towers, 2nd floor
Waiyaki Way - Westlands
P.O. Box 20414-00200
NAIROBI
Email: complain@ombudsman.go.ke

The fees/charges indicated in this Citizen Service Charter have been extracted from the Elgeyo Marakwet County Finance Act 2015



