



DEPARTMENT OF AGRICULTURE, LIVESTOCK, AND AQUACULTURE DEVELOPMENT

SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate...Crop Resource Management

1. Service Name... LAYING OF Soil and Water Conservation structures

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Request from client	Client/farmer
2.	Identification of catchment area	staff
3.	training of catchment committee	staff
4.	conduct catchment entry baraza	staff
5.	laying of structure at farm levels	Staff/client
6.	In collaboration with the farmer develop a farm business plan	Staff/client
7.	excavation of structures by farmer	Farmer
8.	facilitate establishment of embankment wall strengthening plant/ crops	Staff/farmer

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2. Service Name... Designing of water harvesting structures for crop production

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Request by client	Client/farmer
2.	Identification of catchment area	staff
3.	Training on suitable water harvesting structure	staff
4.	Conduct a survey	staff
5.	Development of proposals to development partners	Staff/farmers
6.	Facilitate feasibility survey bqs and ESIA report	staff
7.	Public advertisement of the project for bidders	staff
8.	Launch and hand over to contractor	staff
9.	Collaborative Implementation and site meetings.	Staff/farmer
10.	Monitoring and Evaluation	Staff/farmer
11.	Site handover hand over and outputs reports	staff
12.	Reports on outcome impacts on livelihoods	Staff/farmer

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3. Service Name. PROVIDE INFORMATION ON SOIL FERTILITY IMPROVEMENT APPROACHES

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Request by client	Client/farmer
2.	The SCAO contacts the relevant officer	staff
3.	The relevant officer provides the farmer with the required information	staff

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4. Service Name. Soil sampling for analysis

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	request by client	Client/farmer
2.	The SCAO contacts the relevant officer	staff
3.	The farmer is advised on sampling techniques	staff
4.	The farmers goes back to the farm	farmer
5.	collects samples as per the advice	farmer
6.	Collected samples are delivered to the office for analysis	Staff/farmer
7.	Analysis report given back to the farmer with interpretation	

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5. Service name: PROVIDING COMPENSATION RATES FOR CROPS AND FOREST PRODUCTS GROWN IN THE WARD/SUB COUNTY

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1	Farmer makes formal request with a letter from the relevant authority requesting for crops/trees damage assessment	farmer
2	Planned farm visit	staff
3	Computation of compensation.	staff
4	writing back to the requesting authority	staff

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6. Service Name: PROVISION OF TECHNICAL INFORMATION AND IMPLEMENTATION OF POLICY AND LEGAL GUIDELINES ON CROP PRODUCTION.		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Farmer/client visits the office.	client
2.	client states the information/service required	client
3.	The demanded service is recorded in the information desk register.	officer
4.	Necessary referrals are made in the appropriate technical hand book or policy guidelines.	officer
5.	Farmer was given the necessary advice/service either orally or on paper, if further consultation is required the client is advised when to revisit the office.	officer
6.	Client leaves	client

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7. Service Name: PROVISION OF INFORMATION ON COFFEE FACTORY AND DEVELOPMENT		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Site identification	Officer/client
2.	For processing units of 850,000 – 1,000,000 kgs at least 6 acres	client
3.	For processing unit of 250,000 – 500,000 kgs at least 4 acres	client
4.	Identification of water source and the public places it will pass through to the identified site.	Officer/client
5.	Identification of available electricity 3 phase.	client
6.	Public participation to produce the necessary minutes authorizing the construction of the coffee factory	Client/officer
7.	Acquisition of the necessary permits and authority from	client
8.	NEMA/IWUA/KPLC	
9.	Development of the factory layout	officer
10.	Design of the necessary structures	officer
11.	Development of the BQ	officer
12.	Preparation of the tender documents	officer
13.	Floating of the tender	Officer/client
14.	Tender opening, evaluation and award	Officer/client
15.	Tender award notification and site handing over to the contractor	Officer/client
16.	Actual construction	contractor
17.	Regular inspection of the work progress by the authorized persons	officer
18.	Handing over of the completed structures by the contractor to the clients after successful test runs.	Officer/contractor/client

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8. Service Name: Provision of information on farm input use		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1	Farmer is advised accordingly on proper input and source.	officer
2	Demonstration and training is organized and carried out by the ward officer.	Officer/ farmer
3	Follow up done by ward officer.	officer

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9. Service Name: Organizing and coordination of farmers and staff trainings		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1	Farmer/staff requests for a training on aspect	farmer/officer
2	Request is filed by the sub county office	officer
3	The training is organized; venue, date, trainer (can be sourced from outside) training mode (no. of days)	officer
4	Training is conducted on agreed date(s).	officer
5	Follow up on trained farmers done	officer

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10. Service Name: Provide information on value addition on agricultural produce		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1	Farmer requests for information on value addition.	farmer
2	Farmer advised on the process and requirement	officer
3	A training or a demonstration is organized.	officer
4	Farmer or client is linked to a certified institution e.g. JKUAT, KSA for further training on the same.	officer

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11. Service Name: Coffee PSL and other licenses		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Farmer /society applies for license renewal	FARMER/Client
2.	a date of visit to the farm is agreed upon.	Officer/client
3.	The pulping station is visited for evaluation.	officer
4.	Farmer pays for the license (at local government office)	farmer
5.	Prescribed forms are filled	Officer/client
6.	The application, receipt and license is forwarded to County director's office for approval.	client
7.	County Director of Agriculture (CDA) forwards the license to CEC authorization.	officer
8.	CDA receives the signed licensee and is sent to the Sub county office	officer
9.	Farmer/ Society is invited to collect the license.	Officer/farmer

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12. Service Name: Coffee Movement permit.		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1	Farmer/ society present a booking slip to the Office.	client
2	The SCAO who issues the movement permit after being satisfied the necessary condition are met	officer

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13. Service Name: Pegging for river bank protection		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Visit the farm	officer
2.	Survey the area to be protected	Officer/farmer
3.	Evaluate possible protection measure	Officer/farmer
4.	Discuss the protection measures with the farmer	officer
5.	Carry out the actual pegging	Officer/farmer
6.	Advise the farmer to implement the protection farmers	officer
7.	Do the follow up	officer
8.	Advice the farmer to maintain the established structure and maintenance of the buffer strip	officer

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14. Service Name: Conveyance of the researchable farmers challenges to the research institutes		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Pay a farm visit to assess the challenges reported	officer
2.	Collect the various samples	officer
3.	Write a report about the nature of the challenges identified	officer
4.	Deliver the report institution	officer
5.	Do the follow up about the results	officer
6.	Get the actual results from the institution	officer
7.	Explain the results to the farmers	officer
8.	The farmer to implement the advice given	farmer
9.	Follow up to assess the progress	officer

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15. Service Name: Sourcing and dissemination of new/demanded farming technologies		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Farm visit	officer
2.	Discuss the modalities with farmer	officer
3.	Link up with institution to offer the technology	officer
4.	Organize with the institution to hold a field day	Officer/farmer
5.	Organize with farmers for the field day	Officer/farmer
6.	Training of the farmers on the new technologies during the field day	officer
7.	Follow up for the implementation progress	officer

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16. service name: Designing Coffee Factory Structures		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Visit the designated area	officer
2.	Survey the area	Officer/client
3.	Ascertain the area is suitable to set up a coffee factory structures	officer
4.	Discuss with the intended factory committee on the required structures e.g., gate/fence, selection shade, final washing channel, pump house, drying store, factory office, drying tables, skin drying tables, waste pits, security lighting and demonstration coffee plots.	officer
5.	Relies with designing engineer for His/her to adhere to the above requirements	officer
6.	Follow up the implementation	Officer/client

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17. service name: Avail information on performance of major markets in the WARD		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	-Visit the market	officer
2.	-Collect the market data on performance of the market	officer
3.	-Send the information to the relevant stakeholders	officer
4.	-Avail the data on the sub county notice boards	officer

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18.service Name: Provide information on appropriate agro-forestry systems for environmental conservation

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	farmer to visit or call the office to express the need	farmer
2.	Referred to the concerned officer	officer
3.	Appointment of the farm visit	officer
4.	Officer visits the farm and give recommendations on site	officer
5.	Farmer has the mandate to implement	farmer

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19. Service Name: Preparing enterprises-based proposal to access credit		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	farmer to visit or call the office to express the need	farmer
2.	Referred to the concerned officer	officer
3.	Appointment of the farm visit	officer
4.	Officer visits the farm to information on the enterprises	officer
5.	Officer prepares the farm business plan	officer
6.	Farmer collects the business plan for implementation	farmer
7.	Farmer has the mandate to implement	farmer

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20.Avail information on nutrition		
STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1	Client makes request	client
2	Officer explains what is nutritious diet	officer
3	Officer guides on where or how to get nutritious diet	officer
4	Officer demonstrates preparation, utilization of food	officer
5	Client leaves to practice	client

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