



**DEPARTMENT OF AGRICULTURE, LIVESTOCK, AND AQUACULTURE
DEVELOPMENT**

SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Pond culture suitability assessment

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Make a call to the office or through visit to the fisheries office	Fish farmers
2.	Record the farmers details in compliment register.	Fisheries Officer
3.	Link the farmer with the relevant officer to the area concerned.	Fisheries Officer
4.	Organize for transport arrangements	Fisheries Officer
5.	Conduct farm visit for pond culture, suitability assessment	Fisheries Officer

For more information contact the nearest directorate office near you.



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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Availing fisheries reports, statistics and information

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Make a visit to the fisheries office or write an official email	Client
2.	Register in the office register book	Client
3.	Identify the relevant file	Fisheries Officer
4.	Send or avail the required report	Fisheries Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Pond fish performance sampling

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Make a call to the office or through visit to the fisheries office.	Fish farmer
2.	Record the farmers details in compliment register.	Fisheries Officer
3.	Organize for transport arrangements	Fisheries Officer
4.	Make a farm visit to Conduct fish performance sampling.	Fisheries Officer
5.	Advice and recommend farmers on observation made.	Fisheries Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Farmers trainings and farm visits

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Make a call to the office or through visit to the fisheries office.	Fish farmer
2.	Record the farmers details in compliment register.	Fisheries Officer
3.	Organize for transport arrangements	Fisheries Officer
4.	Conduct farm visits and group trainings.	Fisheries Officer

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**DEPARTMENT OF AGRICULTURE, LIVESTOCK, AND AQUACULTURE
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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Interventions for fish mortalities and fish treatment

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Make a call to the office or through visit to the fisheries office.	Fish farmer
2.	Record the farmers details in compliment register.	Fisheries Officer
3.	Organize for transport arrangements	Fisheries Officer
4.	Advice on best management and make follow ups	Fisheries Officer

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**DEPARTMENT OF AGRICULTURE, LIVESTOCK, AND AQUACULTURE
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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Issuance of fish traders license

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client visits the fisheries office	Fish farmer
2.	Record the details on license application register	County Director of Aquaculture development
3.	Issuance of fish traders license	County Director of Aquaculture development

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Issuance of sport fisherman's license

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client visits the fisheries office	Fish farmer
2.	Record the details on license application register	County Director of Aquaculture development
3.	Issuance of sport fisherman's license	County Director of Aquaculture development

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**DEPARTMENT OF AGRICULTURE, LIVESTOCK, AND AQUACULTURE
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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Issuance of fish processing license

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client visits the fisheries office	Fish farmer
2.	Record the details on license application register	County Director of Aquaculture development
3.	Organize for transport arrangements	County Director of Aquaculture development
4.	Verify and confirm validity of necessary other documents	County Director of Aquaculture development
5.	Issuance of fish processing license	County Director of Aquaculture development

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**DEPARTMENT OF AGRICULTURE, LIVESTOCK, AND AQUACULTURE
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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Fisheries Division

Service Name: Fish quality inspection in farms, markets and processing plants

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Make a call to the office or through visit to the fisheries office.	Fish farmer
2.	Conduct a farm visit.	Fish quality officer
3.	Inspect fish quality assurance using a quality checklist.	Fish quality officer
4.	Advice and recommend based on the findings.	Fish quality officer

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