



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

SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate Veterinary Services

Service Name: Routine vaccination campaign

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Planning meeting is held prior to the exercise to come up with the checklist of all what is required.	Vet Officer
2.	Publicity is done one week prior to commencement of the exercise.	Vet Officer
3.	During the start of the exercise vaccinators assemble at the point of dispatch with their necessary equipment.	Vet Officer
4.	Vaccinators are issued with the vaccine, recording materials	Vet Officer
5.	Each vaccinator is taken to vaccination crush where livestock farmers have brought their animals	Vet Officer
6.	Animals are restrained in a vaccination crush	Vet Officer
7.	Animals are vaccinated and details of vaccination entered in a vaccination manifest	Vet Officer
8.	Livestock owner pays the vaccination fee and animals are taken back home.	Farmer
9.	The collected vaccination fee is deposited into the County account and a revenue bill issued to the vaccinators as a proof the revenue has been surrendered.	Vet Officer

NB/ Vaccination of one animal at the crush takes about 5minutes when the animal is well restrained.

Service Name: Individual livestock farmer request

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Farmer makes a formal request on the vaccination	Farmer
2.	The farmer is informed on the requirements i.e., charges and transportation which he/she has to provide in case no County vehicle is available	Vet Officer
3.	Vaccinator prepares for the activity i.e., packs the vaccine and takes the vaccination equipment	Vet Officer
4.	The vaccinator is driven to the farmer's place	Vet Officer
5.	Vaccination is carried out	Vet Officer
6.	Vaccination details are entered into the vaccination manifest and the farmer issued with vaccination certificate	Vet Officer
7.	Payment is done and the payment done	Farmer
8.	Vaccinator is taken back to his/her duty station	Vet Officer
9.	The collected vaccination fee is deposited into the County account and a revenue bill issued to the vaccinators as a proof the revenue has been surrendered.	Vet Officer

NB/The exercise will take about 20 minutes.

For more information contact the nearest directorate office near you.