



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

**SERVICE DELIVERY PROCESS DOCUMENTATION**

**Directorate: CROPS RESOURCE MANAGEMENT**

**Service Name: AMS STATION NAROMORU**

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	The procedure starts with the client requesting and applying for the service to the AMS manager using the prescribed application form.	Manager/Field supervisor
2.	If the application is not satisfactory, the AMS manager shall communicate to the client as appropriate as per the AMS customer service charter.	Manager/Field supervisor
3.	Upon the acceptance of application, the AMS manager shall proceed to the site for assessment of the total cost of the requested services.  The AMS manager shall communicate to the client the estimated total cost of the service and terms of payment.	Field supervisor
4.	Upon acceptance of the terms by the client, the client shall sign an agreement form, (depending on the nature of work requested) the AMS manager shall countersign, and advise the client as to the commencement date of the works.	Manager/Field supervisor
5.	The AMS manager shall prepare a work schedule for carrying out the requested services.	Manager/Field supervisor
6.	The AMS manager shall ensure that all required machinery are properly serviced and in good working order and mobilize the same to the site.	Manager/Field supervisor
7.	The AMS manager shall carryout the works to completion following the work schedule and the engineering designs.	Manager/Field supervisor

8.	The AMS manager shall at all times ensure that all the machinery on site is in good working condition through regular repairs and servicing as per the operators and servicing manual.	Manager/ workshop Manager
9.	The AMS manager shall, at time, during the contract period ensure that payments for the services is carried out as per the agreement in the prescribed form.	Manager/Revenue officer
10.	The AMS manager shall surrender the collected revenue using the laid down A in A procedure no 4 in the finance procedures manual.	Revenue officer
11.	The AMS manager shall ensure that adequate supervision of the works is carried out to the engineering design specification (dam design and construction).	Field supervisor
12.	Upon satisfactory completion of works, AMS manager shall issue a completion certificate to the client in the prescribed format. ( for civil works – Survey & Dam construction)	Manager/supervisor
13.	The AMS manager shall prepare periodic, quarterly and annual reports and submit to the CO- Agriculture Livestock & Aquaculture department	Manager

*For more information contact the nearest directorate office near you.*