



COUNTY GOVERNMENT OF NYERI

Department of Agriculture, Livestock And Aquaculture Development

CUSTOMER SERVICE CHARTER



S/No.	Service Rendered	Client Requirement	Charges	Timeliness
1	Customer Care		Free	
	(a) Visitor's reception	Courtesy	Free	Immediately
	(b) Routine Correspondence	Courtesy	Free	Response within 7 days upon receipt
2	Provision of Agricultural Extension Services <ul style="list-style-type: none"> i. Farmer group trainings ii. Conduct demonstrations iii. Conduct and participate in field days/exhibitions iv. Conduct crop damage assessment v. Facilitate farmers to access subsidized fertilizers vi. Surveillance of pests and diseases (Crops/Livestock) 	Formal Request	Free	Continuous
3	Issuance of Regulatory licenses & permits <ul style="list-style-type: none"> i. Coffee licenses ii. Coffee movement permits iii. Dairy business permits iv. Slaughter man's license v. Slaughter house license vi. Meat carrier license vii. Dispatch note viii. Movement permit ix. Certificate of transport (COT) x. Registration of premises certificate (RPC) xi. No objection certificate 	Formal application	At a fee	Within 14 days
			Free	30 mins
4	Provision of Agricultural mechanization services (Primary, Secondary tillage, Hay Bailing) Road grading	Formal request	At a fee	Within 14 days
5	Capacity building of farmers at Wambugu ATC	Courtesy/ Formal request	Free	Continuous
6	Provision of training/ conference facility at Wambugu ATC	Formal request	At a fee	Upon availability of training facility
7	Livestock disease & vector control	Formal request Routine	At a fee	Within 2 days Bi-annual (July- December)
8	Provision of veterinary public health services	Formal request Routine	At a fee	Within 7 days
9	Provision of Agribusiness support services	Formal request	Free	Within 14 days
10	Design of farm structures <ul style="list-style-type: none"> i. Livestock housing units/ structures ii. Soil & water conservation structures iii. Fish ponds layout iv. Water pans layout 	Formal request	Free	Within 14 days
11	Provision of Artificial insemination (AI services)	Formal request	At a fee	Within a day
12	Link farmers to soil testing service providers	Formal request	Free	Within 14 days
13	Conduct post mortem of dead animals	Formal request	At a fee	Within a day

*All enquiries, complaints, compliments and suggestions relating to
Department's services should be forwarded to:*

County Secretary
County Government of Nyeri
Town Hall Second Floor
P.O. Box 1112-10100
Nyeri
Tel: 061 2030700

The Commission Secretary/ Chief Executive Officer
Commission of Administrative Justice
2nd Floor West End Towers, Waiyaki Way
P.O. Box 20414-00200
Nairobi
Tel: +254 (0) 20 2270000/2303000
Email: complain@ombudsman.go.ke

Huduma Bora Ni Haki Yako