



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

SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Conducting a Field day

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Identification of gaps through Training Needs Assessment	Officer and Client
2.	Formulation of the Theme	Officer and Client
3.	Site identification	Officer and Client
4.	Budget	Officer
5.	Publicity and stakeholder involvement	Officer and Client
6.	Site preparation	Officer and Client
7.	Duty allocation	Officer
8.	Actual field day holding	Officer and Client
9.	Post activity evaluation/ analysis	Officer
10.	Lessons learnt	Officer
11.	Future recommendations	Officer

For more information contact the nearest directorate office near you.



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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Group training

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Identification of gaps through Training Needs Assessment	Officer and Clients
2.	Identification of topic	Officer
3.	Venue and date of training identification	Officer and Client
4.	Communication on the group training	Officer and client
5.	Training aids /Budget	Officer
6.	Actual training day	Officer
7.	Way forward	Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Undertake a Farm visit

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	A farmer makes a call/present themselves to the office with a technical need.	Client and Officer
2.	Officer and farmer agree on day and time of visit to address the gap	Client and Officer
3.	Officer does the actual visit as discussed	Officer
4.	Officer gives his/her general observations and gives recommendations or remedies	Officer
5.	Way forward on future follow up visits	Officer

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

Directorate: Livestock Production

Service Name: Conducting demonstrations on livestock production technologies and innovations

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Identification of technology gaps through Training Needs Assessment.	Officer and Client
2.	If it is farmer initiative, the client is advised on the materials required for the demonstration	Officer and Client
3.	Client is assisted or given time to source materials needed for the demo	Client
4.	If office initiated, the office prepares a budget for the demo activity having identified the technology gaps	Officer
5.	Sourcing of materials for demo on the technology/innovation	Officer/Client
6.	Conducting the actual demonstration as per agreed venue , date and time	Officer
7.	Follow up on adoption and utilization of disseminated technology/innovation	Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Availing technical information on the following services as outlined in the service charter

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Availing information on feed rations	Officer
2.	Availing information on feeding plans	Officer
3.	Availing information on good livestock husbandry practices	Officer
4.	Availing technical advice on all livestock enterprises	Officer
5.	Provision of information on livestock farm inputs use	Officer
6.	Avail information and advice on emerging livestock	Officer
7.	Provide information on value addition of livestock produce and products	Officer
	For all the above (7) services a client is required to;-	
	- Present themselves to the office or make a call	Client
	- Make a formal request in writing or verbal request	Client
	- Officer in charge may directly offer the service or refer the client to a subject matter specialist where necessary.	Officer
	- Follow up on utilization of the information sought by client is often necessary especially where instructions on utilization of something have been	Officer

	given. In some instances the client is referred to other relevant stakeholders for further assistance	
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Agriculture, Livestock and Aquaculture Development



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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Availing copies of Directorate reports

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	The client requiring such reports make a written formal request stating clearly the use for which it is intended and should be in line with regulations on data protection.	Client
2.	Makes a physical appearance at the office	Client
3.	Is availed with copies of requested report subject to availability of printing materials and also purpose for which the report is needed.	Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Provision of information on feed and livestock statistics

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client present themselves in person or via phone call to the office	Client
2.	Makes a formal request stating purpose for which the statistics are needed	Client
3.	Client is availed with the statistics subject to the purpose for which they are to utilize the information	Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Availing livestock products data on processors: reference, capacities, commodities and potentials

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client present themselves in person or via phone call to the office	Client
2.	Makes a formal request stating purpose for which the data is needed	Client
3.	Client is availed with the data subject to the purpose for which they are to utilize the information	Officer

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

Directorate: Livestock Production

Service Name: Availing livestock housing plans and designs

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client present themselves in person or via phone call to the office	Client
2.	Makes a formal request stating the type of house plan, capacity and design they need	Client
3.	Client is availed with the house plans/designs immediately or is requested to come later to pick especially where some BQs may need to be prepared.	Officer
4.	The office may choose to visit the client so as to advice further on orientation and size of structure to be done depending on farm size and purpose	Officer
5.	Follow up on implementation status	Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Avail information on beekeeping, bee hive designs and accessories

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client present themselves in person or via phone call to the office	Client
2.	Makes a formal request stating the type of hive plan design they need or bee keeping skill needed	Client
3.	Client is availed with the bee hive designs immediately or is further referred to companies or dealers of bee keeping equipment	Officer
4.	The office may choose to visit the client so as to advice further on siting and orientation and size of depending on farm size and purpose	Officer
5.	Follow up on implementation status	Officer

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SERVICE DELIVERY PROCESS DOCUMENTATION

Directorate: Livestock Production

Service Name: Conduct damage assessment on pastures and fodder and prepare compensation reports as per provided compensation rates

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Client/complainant presents himself physically with an official request from police giving authority to the officer to go and inspect and assess the reported damage	Client
2.	Officer together with client visit the scene of reported damage (sometimes in the company of Police for security).	Officer and Client
3.	Officer assess through observation, photos and measurements where necessary	Officer
4.	Officer prepares a comprehensive report for the client	Officer

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

Directorate: Livestock Production

Service Name: Licensing of Dairy Business Operators

STEPS/FLOW/SEQUENCE		
Step	Event/Activity/Action	Actor
1.	Dairy business owner presents themselves to the livestock office physically	Client
2.	Client is issued with an application form which they are assisted to fill	Officer
3.	Client fills the application form and is then referred to the revenue department for payment of stipulated fee for the license being applied for	Officer and Client
4.	Client returns and presents the payment receipt to the department of Agriculture, Livestock and Aquaculture Development for issuance with a license as per payment done and dairy business type	Officer and Client

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