



MINISTRY OF AGRICULTURE SERVICE CHARTER



This Ministry is committed to provision of free and quality services to our clients

No	Services offered	Requirement	Charge	Time Frame
1.	Enquiries (Customer care desk)	Request Form Filled	Free	5 Minutes
2.	Land devt & Water Management			
	2.1 Water harvesting	Formal Request	Free	Within 1 day
	2.2 Mechanization	On request	Free	1 day to 1 week
	2.3 Appropriate Land & environment utilization	None	Free	1 day
	2.4 Soil Fertility management	Formal Request	Free	1 day
3.	Agri-Business Services			
	3.1 Market information – Price & quality Standards (All Levels)	On request	Free	1 day
	3.2 Acquisition of Credit & Farm inputs	Formal Request	Free	1 day
	3.3 Appropriate agro-processing technologies	Formal Request	Free	1 day
	3.4 Development of Agri-business plans	Formal request	Free	2 week
	3.5 Economic performance of enterprises & Agro-Ecological Zone suitability	Formal Request	Free	1 day
	3.6 Backstop field staff on value addition & value chain analysis	On request	Free	1 week
4.	Crops Management			
	4.1 Early warning & food security	As situation arise	Free	1 day
	4.2 Facilitate increased Crop production	None	Free	1 day
	4.3 Pest & Disease Management	Formal Request	Free	1 day
5.	Home Economics			
	5.1 Food safety assurance & agro industries	None	Free	1 day
	5.2 Home & resource management	None	Free	1 day
6.	Extension & Research Liason			
	6.1 Provide enabling environment to all extension service providers	None	Free	continuous
	6.2 Empower field officers for increased extension service provision- (Needs assessment/backstopping)	On request	free	1 day to 1 month
	6.3 Facilitate packaging & dissemination of Agric.Technology & skills	As need arise	Free	continuous
	6.4 Strengthen farmers-extension-research linkages & stakeholder	None	Free	continuous
	6.5 Other Extension Services (cross- cutting issues, documentation of Agric. Information,)	Formal Request	Free	2 days to 2 weeks
7.	Policy & Agric. development			
	7.1 Monitoring & evaluation of agric. projects	none	Free	continuous
	7.2 Interpret & promote implementation of agric. Policies & Agric. Act	On request	Free	1 day
	7.3 Coordination of inter-ministerial depts. & agency roles	None	Free	continuous
	7.4 Streamlining of policy, regulation & legal issues	As need arise	Free	continuous
	7.5 Bilateral, regional & Multilateral issues	As need arise	Free	1 day to 1 month
8.	Administration & Human resource			
	8.1 Discipline	As need arise	free	continuous
	8.2 Promotion	As need arise	free	3 months
	8.3 Personnel record keeping	None	Free	Continuous
	8.4 Facilitation for new employment	As need arise	free	3 months
	8.5 Personnel matters & work ethics Enforcement & communication (to staff & other departments)	As need arise	free	continuous
9.	Planning & Public communication			
	9.1 Promotion of Organizational linkage with other institutions	As need arise	free	2 days
	9.2 Foster institutional positive culture	None	free	continuous
	9.3 Strategic communication (press release)	As need arise	free	1 day on demand
10	Public Finance & Accountability			
	10.1 Compliance with budgetary levels	None	free	continuous
	10.2 Saving/Cost reduction	None	free	continuous
	10.3 Collection of revenue (AiA)	As need arise	free	5 minutes

We are Committed to courtesy and excellence in service delivery
Feedback and suggestions as well as services received or officers who do not conform to standard should be reported to the Permanent Secretary (PS), Or Agricultural Secretary (AS), Telephone 020 2718870/9 for re-dress.
“IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICES”
“HUDUMA BORA NI HAKI YAKO”

