



CITIZEN SERVICE DELIVERY CHARTER

S/No	Service /Goods	Requirement to obtain Service/ Goods	Cost of Service/Good	Timeline
1.	COMMON SERVICE AREAS			
	Response to phone calls (Landline or any other official line)	Phone call	Free	15 Seconds
	Response to enquiries by walk-in clients	Walk-in and make enquiry	Free	1 Minute
	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (X, Facebook & YouTube)	Free	1 working day
	Response to public complaints and grievances	Make a complaint	Free	1 working day
	Resolution of Public complaints	Make a verbal or written complaint	Free	14 working days
	Registration of suppliers	Duly filled application form , Company profile , Certificate of incorporation/ Registration PIN certificate , Valid Tax Compliance Certificate/ Exemptions ,Original Bank Statement ,Copy of Certificate of Registration with relevant regulatory bodies ,Non-refundable fee payment receipt ,Copies of Annual Return Forms filled by Company Registry National ID/Passport	Free	14 working days
	Processing of tenders	Submit bid for goods and services	Free	90 days
	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
	Payment for goods and services received	LPO/Invoice, Certificate of completion/Goods/ Services received	Free	60 days from the date of receipt of the invoice
	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
	Public participation in policy making process	Familiarisation with issues and active participation	Free	1 day
	Recruitment of staff	Make formal application based on the advert	Free	90 days
	Processing of request for information	Make a request for information	Free	21 days
2.	High Quality Livestock (Dairy, Beef, Goats & Sheep)	Make application specifying number and the breed	Prevailing market prices	As soon as available
3.	Local ADC Semen	Fill the contract form	250/- per straw	Within 24 hrs
4.	CONTRACTUAL SERVICES			
	Fabricated trailers	Fill the contract form	1,000,000/-	Within 60 days
	Machine repairs	Fill the contract form	Depending on nature of work to be done	Depending on nature of work to be done
5.	LABORATORY ANALYSIS SERVICES			
	Calcium /Phosphorus/ Crude protein	Fill the contract form	900/-	7 days
	Sodium chloride	Fill the contract form	600/-	7 days
	Crude oil	Fill the contract form	500/-	7 days
	Ash	Fill the contract form	400/-	7 days
	Moisture	Fill the contract form	200/-	7days
6.	Certificate in Artificial Insemination and Fertility	Certificate/ Diploma/Degree holders in Animal Health & Production or Veterinary	52,500/=	Within 7 days
7.	Commercial Malze	Make application specifying quality/ quantities needed	Prevailing market prices	Within 7 working days
8.	CERTIFIED SEED POTATO			
	Seed Potato size 1	Fill the order form	Prevailing market prices	Within 7 days
	Seed Potato size 2	Fill the order form	Prevailing market prices	Within 7 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/ good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to both the following:

The Managing Director,
Agricultural Development Corporation,
10th Floor, Development House, Moi Avenue, Nairobi,
P.O Box 47101-00100 Nairobi,
Tel : 0202250185
Email: executiveoffice@adc.go.ke.

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

HUDUMA BORA NI HAKI YAKO