



## **Finance Department Service Charter**

### **OUR VISION**

Our Vision is to be globally competitive in production and marketing of sugar and other products.

### **OUR MISSION**

Our Mission is to efficiently, innovatively and sustainably produce and market sugar and other products in a clean and safe environment to the satisfaction of all stakeholders.

### **MANDATE**

Our mandate is:

- \* To manufacture sugar and co-products from sugarcane.
- \* To establish and manage sugarcane plantations and assist others to do so.

### **CORE VALUES**

- \*Customer focus
- \*Integrity
- \*Professionalism
- \*Innovation and creativity
- \*Teamwork and mutual respect
- \*Commitment and hard work

### **THE CUSTOMERS/STAKEHOLDERS**

Farmers, Shareholders, Cane transporters, Buyers of company products, Suppliers, Local community, Government, Investors, Research Organisations, Research Institutions, Outgrowers institutions, Trade Unions, Federation of Kenya Employers, Statutory bodies, Financial Institutions, Kenya Sugar Board, Media, Employees.

### **CUSTOMERS' RIGHTS**

- \* Right to quality products.
- \* Right to be treated with respect and courtesy.
- \* Right to demand and confirm the identification of NSC staff serving them.
- \* Right to record any complaints against the company or its agents/ employees

### **OUR OBLIGATIONS**

#### **To customers**

- \* Professionalism in service delivery.
- \* Provision of timely services.
- \* Observance of quality standards in service

delivery.

- \* Prompt response to inquiries and requests.
  - \* Fair treatment.
  - \* Transparency in interaction with customers/ clients.
- in connection with the services offered by NSC.

#### **To company employees**

- \* Mutual respect and team spirit
- \* Courtesy and understanding
- \* Honesty and commitment
- \* Providing work related information promptly

**FINANCE DEPARTMENT RANGE OF SERVICES**

	<b>SERVICE</b>	<b>CLIENT OBLIGATION</b>	<b>COST</b>	<b>TIME</b>
1.	Supplier payments	-Require suppliers invoices, inspection reports, GRN's, Contracts, completion certificates from contractors	Free	60 days
2.	Payment to farmers	Issue notification slip to the bank	Free	Daily and remittances within 30 days
3.	Payment to Contractors	Provide weighbridge tickets	Free	15 <sup>th</sup> and 25 <sup>th</sup> of every month
4.	Response to inquiries	Avail necessary documents	Free	1-2 days

### **REVIEW OF THE CHARTER**

The Company will initiate the review of this service charter when need arises.

All issues concerning the service charter should be addressed to;

The Managing Director  
 Nzoia Sugar Company Limited  
 P.O Box 285 - 50200 Bungoma, Kenya.  
 Tel: 055-30500, 020 35557862-5  
 Mobile: 0727 477777, 0735800500  
 Fax: 055-30001  
 CALL FINANCE DPT ON EXT: 240  
 Email: md@nzoiasugar.com Website:  
 www.nzoiasugar.com  
 Facebook: Nzoia Sugar Ltd.Page  
 Twitter: @NzoiaOfficial