

nzoia sugar



We Are Committed To Serving Our Customers Efficiently With Integrity,
Fairness, Equality And Without Discrimination.

CITIZEN'S SERVICE DELIVERY CHARTER

	SERVICE /GOOD	REQUIREMENTS TO OBTAIN SERVICE / GOOD	COST	TIME
1.	Response to Phone calls (Landline or any official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (Letters)	Free	5 working days
4.	Response to public complaints and grievances	Email & Social Media (Facebook, Twitter & You tube. Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Processing of request for information	Make a request for information	Free	21 days
7.	Services to physically challenged clients	Access the premises, Present the required documents and certificate / ID for the physically challenged.	Free	Instant and continuous.
8.	Sugarcane farmer recruitment	Provide photocopy of National Identity card, photocopy of bank plate and sign cane farming contract and declare land ownership	Free	2 weeks
9.	Survey	Show plot for survey, confirm the areas covered and sign certificate of service completion (CSC) / Acknowledgement of debt (AD)	Ksh. 330 per ha.	Within 14 days
10.	Inputs Supply	Make formal request for the specific input and the sign Acknowledgement of Debt (AD) form after receipt of input.	Input Specific	14 days
11.	Farmer education and extension	Availability, participation, inquiries and provision of feedback	Free	Continuous
12.	Cane harvesting	Avail mature cane and ensure safety after harvesting.	At stipulated fee	2 days
13.	Cane transport	Ensure accessibility to the plots	Varies with distance	Within 48 hours.
14.	Purchase of sugar, molasses and other products.	a. Registration as clients. b. Timely placement of orders. c. Prompt payment and collection of products.	a. Free b. Free c. Prevailing market price.	Within 1 day
15.	Processing of Tenders	Submit bids for goods and services	Free	90 days
16.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
17.	Payment of goods and services received	L.P.O / Invoice, Certificate of completion / Goods / Services received.	Free	60 days from the date of receipt of the invoice.
18.	Payment to farmers	Visit your registered Bank with your Original Identity Card to collect cash.	Free	Daily and remittances within 30 days.
19.	Recruitment of staff	Make formal application based on the advert	Free	90 days
20.	Provision of catering services at the Company Guest House	Timely submission of booking forms	Stipulated charges apply	1 day
21.	Implementation of CSR projects	Submit project requests to Managing Director/ PR Department	Free	Subject to availability of funds
22.	Public participation in policy-making	Familiarization with issues and active participation	Free	1 day

REVIEW OF THE CHARTER

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

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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 ;

The Managing Director Nzoia Sugar Company Limited
P.O Box 285, 50200 Bungoma Kenya
Mobile No: 0727477777/ 0727483483
Call MD on Ext 202

Website: www.nzoiasugar.co.ke; Email: md@nzoiasugar.com/complaints@nzoiasugar.com

Nzoia Sugar Company Ltd. Page @Nzoiasugar 0725937134

The Commission Secretary / Chief Executive Officer
Commission on Administrative Justice
2nd Floor West End Towers, Waiyaki Way, Nairobi
P.O Box 285, 20414 – 00200, Nairobi
Mobile No: Tel: 0202270000 / 0800221349 (Toll Free)

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