

CITIZENS' SERVICE DELIVERY CHARTER



Service /Good	Client	Requirements to obtain Service/Good	Cost of Service/Good	Timeline
Land preparation	Registered Farmer	Formal request Payment Collateral	Prevailing rates (available in Outgrowers Office).	Within one month
Extension services	Registered Farmer	Programme specific Formal Request	Free	Season specific
Agro-inputs: fertilizer and herbicide supply	Registered Farmer	Formal request	At cost	1 day on cash payment 2 weeks on loan arrangement
Seed cane supply	Registered Farmer	Formal request Payment	Prevailing Rates (Available in Outgrowers Office)	Within 1 week
Receiving, Weighing and Off-loading mill cane	Farmer	Delivery Note	Free	Within 20 minutes
Weighing seedcane, molasses, sugar and other goods	Farmer Customer Supplier	Delivery Note Gate Pass	Free	Within 5 minutes
Customer Recruitment and Registration	Prospective customer	Application, Copy Business Identification Document, Business Permit, Molasses Permit, VAT and PIN certificates	Free	Within 1 day
Sale of Sugar and Molasses	Registered Customer	Purchase Order Payment	Prevailing price	Within 2 hours
Response to employment enquiry	Citizen	Application, CV and testimonials	Free	Within 1 week
Response to industrial attachment enquiry	Student	Formal Request Insurance cover	Free	Within 1 week
Response to facility visit enquiry	Institutions Citizens	Formal Request	Free	Within 1 week
Pupil Admission to Chemelil Sugar School	Parent/Guardian	Application Birth Certificate Interview	School Fees	Within 2 weeks
Student Admission to Chemelil Sugar Academy	Parent/Guardian	Application Result slip Clearance Letter Interview	School fees	Within 2 weeks
Medical Consultation	Patient Citizen	None	Kshs 500 per visit	Within 1 hour
Hire of Facilities	Citizen Institutions	Formal request Payment	Prevailing Rates (available at Welfare Office)	Within 1 day
Statutory and Regulatory payments	Statutory and Regulatory Bodies	Payroll report VAT Report Invoice	Free	Due date
Supplier payment	Supplier	Invoice Delivery note Statement	Free	Purchase Order/Contract terms
Farmer payment	Farmer	Farmers Weighbridge Statement	Free	Within 30 days
Transporter payment	Transporter	Transporters Weighbridge Statement	Free	Within 14 days
Harvester payment	Harvester	Harvesters Weighbridge Statement	Free	Within 7 days
Response to account queries	Creditor Debtor	Query	Free	Within 7 days
Submission of returns & reports	Statutory and Regulatory Bodies	Relevant data	Free	Due date
Corporate Enquiries	Stakeholder	Enquiry	Free	Within 7 Days
Customer Feedback	Stakeholder Citizen	Complaint Compliments	Free	Within 7 days
Publication of Company requirements for goods, works and service	Citizen	Access to publication	Free	Continuous
Advertising of Tenders and Request for Quotations	Bidders	Participation	Download Tender Free RFQ Free Buy Tenders Kshs. 1,000	As stipulated in the tender/ quotation document
Environmental conservation	Public	Participation and Cooperation	Free	Continuous
Preparation and execution of Company contracts	Service Provider Customer	Participation	Free	Within 30 days
Response to Security Emergency	Company Estate Residents	Incident Reporting	Free	Immediate
Security Support	Government Security Agencies	Cooperation	Free	Continuous

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:

The Managing Director
Chemelil Sugar Company Limited
P.O. Box 177 - 40107
Muhoroni.
Tel: 020 2031885

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: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

HATI YA UTOAJI HUDUMA KWA WANANCHI

				
HUDUMA	MTEJA	MAHITAJI	MALIPO	MUDA
Maandalizi ya shamba	Mkulima aliyesajiliwa	Ombi rasmi Malipo Dhamana	Bei ya soko (inayopatikana katika ofisi za wakulima wa nyanjani).	Muda wa mwezi 1
Uenezaji wa huduma	Mkulima aliyesajiliwa	Ratiba maalum Ombi rasmi	Bila/kipindi malipo	Muda rasmi
Pembejeo: Mbolea na dawa ya mugugu	Mkulima aliyesajiliwa	Ombi rasmi	Kwa malipo	Siku moja kwa malipo Wiki mbili kwa mkopo
Usambazaji wa mbegu ya miwa	Mkulima aliyesajiliwa	Ombi rasmi Malipo	Bei ya soko (inayopatikana katika ofisi za wakulima wa nyanjani)	Muda wa wiki 1
Kupokea, kupima na upakuaji wa miwa	Mkulima	Hati ya uwasilishaji	Bila malipo	Muda wa dakika 20
Kupima mbegu ya miwa ,molasses, sukari na bidhaa nyingine	Mkulima Mteja Msambazaji	Hati ya uwasilishaji Hati ya kiingilio	Bila malipo	Muda wa dakika 5
Kujiri na kusajili mteja	Mteja Mtazamiwa	Ombi rasmi Nakala ya hati ya utambulisho wa biashara Kibali cha biashara Kibali cha molasses Cheti cha VAT na PIN	Bila malipo	Muda wa siku 1
Uuzaji wa sukari na molases	Mteja aliyesajiliwa	Hati ya ununuzi Malipo	Bei ya soko	Muda wa saa 2
Majibu kwa swala la ajira	Mwananchi	Barua ya kutafuta kazi Wasifu kazi, stakabadhi	Bila malipo	Muda wa wiki 1
Majibu kwa swala la uambatanisho kiwandani	Mwanafunzi	Ombi rasmi Bima	Bila malipo	Muda wa wiki 1
Majibu kwa swala la matembezi kiwandani	Taasisi Raia	Ombi rasmi	Bila malipo	Muda wa wiki 1
Usajili wa mwanafunzi katika shule ya Chemelil Sugar School	Mzazi/mlezi	Ombi rasmi Cheti cha kuzaliwa	Karo	Muda wa wiki 2
Usajili wa mwanafunzi katika shule ya Chemelil Sugar School	Mzazi/mlezi	Maombi Cheti cha matokeo Barua ya kibali Mahojiano	Karo	Muda wa wiki 2
Ushauri wa matibabu	Mgonjwa Raia	Hakuna	Mia 500 kwa kila tembeleo	Muda wa saa 1
Ukodeshaji wa vifaa	Raia Taasisi	Ombi rasmi Malipo	Bei ya soko (inapatikana katika ofisi ya ustawi)	Muda wa siku 1
Malipo ya kiserikali	Idara husika za serikali	Daftari la malipo Ripoti ya VAT Invoisi	Bila malipo	Tarehe iliyokusudiwa
Malipo ya muuzaji kwa kampuni	Muuzaji	Invoisi Rekodi ya utoaji Taarifa	Bila malipo	Hati ya ununuzi/masharti ya mkataba
Malipo ya mkulima	Mkulima	Taarifa ya upimaji kwa mkulima	Bila malipo	Muda wa siku 30
Malipo ya msafirishaji	Msafirishaji	Taarifa ya upimaji kwa msafirishaji	Bila malipo	Muda wa siku 14
Malipo ya mvunaji	Mvunaji	Taarifa ya upimaji kwa mvunaji	Bila malipo	Muda wa siku 7
Mwitikio kwa swala la uhasibu	Mwenye mkopo Mwenye deni	Swala	Bila malipo	Muda wa siku 7
Uwasilishaji wa matokeo na ripoti	Mashirika ya kiserikali	Data halisi	Bila malipo	Tarehe iliyokusudiwa
Uchunguzi wa ushirika	Mshikadau	Maulizo/uchunguzi	Bila malipo	Muda wa siku 7
Maoni ya Mteja	Mshikadau Raia	Malalamishi Pongezi	Bila malipo	Muda wa siku 7
Uchapishaji wa taarifa kuhusu bidhaa, ajira na huduma za kampuni	Raia	Upataji wa makala	Bila malipo	Kuendelea/Mara kwa Mara
Utangazaji wa zabuni na ombi	Mzabuni	Ushirikianaji	Udukuzi Zabuni bila malipo RFQ kwa bure Nunua zabuni Kshs. 1000	Iliyoshirikishwa katika zabuni/hati za nukuu
Uifadhi wa mazingira	Umma	Ushirikianaji na ushirikiano	Bila malipo	Mara kwa mara
Maandalizi na utekelezaji wa zabuni ya kampuni	Mwenye huduma Mteja	Ushirikianaji	Bila malipo	Muda wa siku 30
Mwitikio kwa swala la usalama wa dharura	Makaazi ya kampuni wakaazi	Kuripoti matukio	Bila malipo	Haraka
Msaada wa usalama	Idara ya usalama za serikali	Ushirikiano	Bila malipo	Mara kwa mara

TUMEJITOLEA KUWATUMIKIA KWA VIWANGO VINAVYOHITAJIKA

Huduma zozote ama bidhaa ambazo havitimizi viwango vinavyokubalika au afisa ambaye adumishi uadilifu kazini ni sharti aripotiwe kwa:

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