



# KENYA SEED COMPANY LTD.

*Top Quality Seed*

## CITIZENS SERVICE DELIVERY CHARTER

No.	SERVICE/GOODS	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST	TIME FRAME / TIMELINE
1.	Contracting seed growers	Dully filled application and Agreement form	FREE	within 60 days
2.	Leasing of land for seed production	Application letter	FREE	30 days
3.	Preparation for seed crop registration	Crop progress report	FREE	Within 21 days after planting
4.	Seed intake from growers	Maize collection note from contracted grower	FREE	1 day
5.	Clean seed report	None	FREE	4 days
6.	Seed purchases over the counter	Dully filled order form	FREE	5 minutes
7.	Payment to growers	Relevant supporting documents	FREE	45 days from date of delivery of seed
8.	Payment to suppliers	Relevant supporting documents	FREE	within 45 days after service delivery
9.	Resolution of customer complaints	Verbal or written complaint	FREE	14 days
10.	Seed order deliveries	Order form	FREE	24 hours
11.	Seed merchants recruitment	Dully filled Application form Approval letter from District Agricultural Officer Business Certificate	FREE	2 days

### “COMMITMENT 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  
Kenya Seed Company Limited  
P.O Box 553-30200  
Kitale .

Telefax: 054-31305, 0720093393, 0734093395, 0722205144.

Email: [complaints@kenyaseed.co.ke](mailto:complaints@kenyaseed.co.ke)

**HUDUMA BORA NI HAKI YAKO.**