



**CITIZENS SERVICE DELIVERY CHARTER**

NO	SERVICE/GOODS	REQUIREMENTS TO OBTAIN SERVICES OR GOODS	COST	TIMEFRAME/TIMELINE
1.	Seed Growers recruitment	Dully filled application Field report HOD approval	Free	Within 60 days
2.	Land lease for seed production	Tender application form	Tender Application Fee	30 days
3.	Clean seed report	None	Free	4 days
4.	Seed purchase over the counter	Dully filled order form	As per order form	5 minutes
5.	Payment to Growers 1 <sup>st</sup> payment  2 <sup>nd</sup> and final payment	Clean seed report Delivery Notes Payment instructions  Cleaning loss report Growers statement Approved payment Voucher Growers bank details	Free	45 days from date of delivery of seed  10 days after receipt of clean seed report
6.	Payment to Creditors	Delivery Note Invoice Goods Received Note	Free	30 days after service delivery or as per contract
7.	Resolution of customer complaints	Verbal or written complaint	Free	21days
8.	Recruitment of Seed Agents and Stockist	Application letter Recommendation from the Ministry of Agriculture	Free	7 days
9.	Supply of basic seed	Contract to grow seed	Free	1 day
10.	Technical /advisory and extension services	None	Free	On demand
11.	Seed exports	Order form Export Documents- Phyto-sanitary Certificate	As per order quantity and destination	7 days for lots pre-tested seed 35 days for new seed lots
12.	Crop registration	Filled SR 5 Proof of origin from Kephis	Free	Within 21 days after planting
13.	Seed Intake – basic seed	Harvesting program Kephis Approval Descriptors	Free	1 day
14.	Issuance of seed- basic seed	Duly signed contract Requisition from production		1 day if dressed 14 days if not dressed
15.	Seed testing	Inspection and sampling request	Free	28 days from receipt of samples and subject to species requirement

**"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.**

**Telephone Nos. 054-31505,0722205144, 0726141856, 0733623668  
Email: [complaints@kenyaseed.co.ke](mailto:complaints@kenyaseed.co.ke), [info@kenyaseed.co.ke](mailto:info@kenyaseed.co.ke)**

or

**To the Chairperson  
Commission on Administrative Justice  
P.O Box 20414-00200  
Nairobi.**

**HUDUMA BORA NI HAKO YAKO**