



KAGRC CITIZENS SERVICE DELIVERY CHARTER

KAGRC is committed to providing timely, effective & efficient Services to our customers

NO.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD	TIME LINE
1.	Adequate and timely information about our services given	-Enquiries Received -Need arises	Free	Immediately and follow-up within a day.
2.	Treat our clients with courtesy and dignity	-Same expected	Free	Always
3.	Pick telephone calls within two rings	-Call received	Free	Within 2 rings
4.	Handling complaints	-Complaints Received	Free	-Acknowledge within 3 days -Resolve as per 9001:2008 QMS procedures
5.	Reply to emails and correspondences	-Inward mails/emails received	Free	Immediately and not later than 3 Days
6.	Service products and service orders	-Timely orders received -Settlement of accounts due by customers	Semen DF (Deep Frozen) - 200/= to Agents - 250/= Non- agents Liquid Nitrogen At the Centre: - 220/= to Agents - 290/= Non- agents Liquid Nitrogen Delivered to customer: - 240/= to Agents - 290/= Non- agents	2 Hours
7.	Produce customer statements	-Receive required documents/records from customers	Free	Within 30 minutes and not later than 5 th of every month
8.	Testing of customers' containers	-Received request	Charges based on the amount of LN ₂ used	3days

9.	Properly conserve privately owned germplasm & maintain good records	-Timely notification by customers -Timely payment for storage.	-Storage in KAGRC containers = Ksh.2.00 per straw per month. -Storage in owner's container = Ksh.200.00 for every litre of Liquid Nitrogen added.	Always
10.	Sorting and counting own private semen.	-Request received	Ksh.2.00 per straw. Cost of LN ₂ used.	2 Days from receipt of arrangement
11.	Training of organized groups.	-Request received	-Free for school students and farmers. -Ksh.5000.00 for tertiary institutions per visit.	As per request.

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:

Managing Director, KAGRC, P.O. Box 23070-00604, Email: info@kagrc.co.ke, Tel. 0728899767, 0737540670

Or

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 240337 / 0722970604.

Email. info@ombudsman.go.ke,

HUDUMA BORA NI HAKI YAKO