

KAGRC Citizens' Service Delivery Charter

Kenya Animal Genetic Resources Centre

SERVICE / GOOD	REQUIREMENTS	COST	TIMELINE
Access to information about KAGRC products and services	Enquiries received; cooperation and clarity	Free	Attention within five (5) minutes upon physical visit. Email/correspondence acknowledged within 1–2 working days. Response within 2 working days for readily available info; up to 2 weeks for complex issues. Telephone answered within 2 rings.
Handling and resolution of complaints	Complaints received; recommendation by Commission on Administrative Justice (CAJ)	Free	Acknowledgement within three (3) working days. Resolved as per ISO 9001:2015 QMS — within 2 working days if information is readily available, or within 4 weeks if consultation/investigation is required.
Testing of customers' liquid nitrogen containers	When selling a new container; or upon customer's request	Free / Ksh 1,500	Three (3) working days. On customer's request: charged at Ksh 1,500 or the amount of liquid used (whichever is higher).
Field germplasm collection, processing, storage and releasing	Timely notification, payment for storage and collection	From Ksh 100 / straw	Storage in KAGRC containers: Ksh 100/straw/month. Storage in owner's container: Ksh 290 per litre of LN added. Sorting: Ksh 20/straw. Collection: Ksh 25,000 + storage + staff allowances.
Sale of KAGRC products and service orders	Clear orders received; payment via e-Citizen platform	As per pricelist	Within two (2) hours.
Training of organized groups	Request(s) received	Ksh 300 / 500 per head	Students Ksh 300 per head; Farmers Ksh 500 per head. Acknowledgement within 3 working days; training offered within 30 working days if approved.
Issuance of LPOs / contracts	Quotations / tender bids	Free	As per the Public Procurement and Asset Disposal Act, 2015 regulations.
Payment to suppliers / contractors	Contracts/LPO, delivery note, inspection report, invoice	Free	Within ninety (90) working days upon receipt of invoices.