



National Cereals and Produce Board

Citizens Service Delivery Charter Standards

We are committed to timely, efficient and effective service delivery

A World Class Corporation in Agricultural Commodity Trade and Grain Management

S. NO	SERVICE	SERVICE OFFERED	CLIENT REQUIREMENT	CHARGES IN (KSHS)	TIMELINE
1	CUSTOMER RELATIONS	(a)Visitors reception	Cooperation	Free	Within three (3) minutes of arrival
		(b)Telephone calls (c)Routine correspondence	Courtesy Courtesy	Free Free	Call to be picked by the 3rd ring Replied within seven (7) days from the date of receipt
		(d)Technical correspondence	Nil	Free	Replied within Fourteen (14) days from the date of receipt of the enquiry.
		Response to customer complaints arising from procurement/service delivery/goods falling short of customer expectations/requirements	Submission of complaints	Free	Immediate
2	CORPORATE AFFAIRS	Provision of NCPB information, education and communication	Formal request	Free	A maximum of 3 days
		Regular NCPB website content update	Web visit and feedback	Free	Daily
3	PROCUREMENT	Procurement of goods and service	Issuance of LPOs	Submission of quotations/tender /document	3 days
			Processing of quotations	Submission of bids	14 days
			Tendering process	Submission of bids	21 days
			a. Low Value (Imprest)	Free	Immediate- 3 days
			b. Up to 2 million	Free	14days
			c. Above 2 Million	Free	50 days
4	FINANCE	Payment of goods and services rendered	Deliver goods and services as per the contract's quality, quantity and delivery time (LPO/LSO/ Delivery Note/Claim invoice)	Free	Within 30 working days
			a. Inspection of goods/services and issuance of Inspection & Acceptance Certificate	Free	3 days after receipt of goods/services
			b. Issue Goods Received Note (GRN)	Free	1 day
			c. Verification and attachment of payment documents and forwarding of necessary documents to Finance Department	Free	2 days
			d. Payment of invoices	Submission of delivery notes and invoices	30 days
5	SALES AND SERVICES	Processing of sales orders	On presentation of proof of payment (Cash Deposit Slips /RTGS)	Free	Immediate
			On satisfaction of qualification for credit (Presentation of LPOs, Contract servicing)		
			On Presentation of Authority Memos from the Ministry of Devolution and Planning, State Department for Special Programs, for release of Famine Relief Foods		
		Delivery of Goods	Within Nairobi and environs	Free	2 days
			From Nairobi to other Stations and vice versa	At Normal Board's transport rates	2-3 days
6	HUMAN RESOURCES	Provision of attachment/ internship and apprenticeship	Formal request	Free	14 days from application date
		Recruitment of staff	Application letter letter of invitation, letter of appointment	Free	2 days
7.	RESEARCH BUSINESS AND DEVELOPMENT	Development of policy legislation, guidelines for implementation of commodity trade and grain management issues	On demand	Free	As need arises
8.	OPERATIONS	Serving farmers during maize intake	Farmers registered by the extension agricultural officer Farmers Farmers identification card	Free	Twenty Minutes (20 minutes)

Any Service that does not conform to the above standards or any officer who does not live up to the statement in service delivery should be reported to the:

The Managing Director,

National Cereals and Produce Board (NCPB)

Head Office Nyumba ya Nafaka, Machakos Road, P. O Box 30586-00100 NAIROBI

Ombudsman's address -

P. O. Box 20414-00200, Tel. +254202270000 or

Email: complain@ombudsman.go.ke **NCPB Public Complaints Committee** 0721130155/0733733556 or

Email: pcsc@ncpb.co.ke Website: www.ncpb.co.ke Tel: 020 -6555288/6536028 Mobile: 0722205756, 0733 333159

Fax: 6557622/6650710, Email: md@ncpb.co.ke,



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