



National Cereals & Produce Board

CUSTOMER SERVICE DELIVERY CHARTER



	Service Offered	Customer Requirement	Charges in Ksh.	Time
1	Customer Reception	Cooperation and Feedback	Free	Immediately
2	Telephone Calls	Courtesy	Free	Immediately
3	General Communication and inquiries(email, social media and verbal)	Courtesy	Free	Immediately
4	Resolutions of Public Complaints	Submission of Complaint	Free	Immediately
5	Procurement of Goods and Services	Meet the Necessary Requirement	a)Tenders; Prescribed fee b)Quotations are free	a)Tenders: 21 days b)Quotations: 7 days c)Issuance of LPOs: 3 days
6	Payment for Goods and Services	Deliver goods and services as per contract	Free	30 days After Receipt of invoice
7	Sales of Products and Services	Proof of Payment	Free	5 Minutes
8	Staff Recruitment	Application letter	Free	45 days
9	Attachment and Internships	Dully filled attachment request form, application letter and Insurance cover	Free	14 days
10	Maize Intake	Farmers Registration Number	Free	30 Minutes
11	Grain Grading	Sample	As Per the applicable rates	10 Minutes
	Aflatoxin testing	Sample	As Per the applicable rates	4 hours
	Weighing	Truck	As Per the applicable rates	10 Minutes
12	Drying(Dryer)	Request and Commodity	As Per the applicable rates	Minimum 5 hrs(dependent on quality and Moisture content)
	Sun Drying	Request and Commodity	As Per the applicable rates	10 Minutes
13	Pest Control Services(Spraying and Fumigation)	Request	As Per the applicable rates	3 days
14	Lease of Silo Bin/Store	Request Letter and Dully filled tenancy application form	Depends on location and prevailing market rates	30 days
15	Warehousing	Request	As Per the applicable rates	10 Minutes
16	Conveyancing	Request and Commodity	As Per the applicable rates	5 Minutes
17	Bagging	Request	As Per the applicable rates	1 hour
18	Grain Cleaning	Request	As Per the applicable rates	2 hrs depending on the size of consignment
19	Rice Milling Service	Request and Paddy Rice	As Per the applicable rates	Minimum 2hrs
20	GOK Subsidized Fertilizer Sales	Dully filled MOA form, Proof of Payment	As Stipulated per rule guidelines	15 Minutes
21	Registration of Transporters	Submission of relevant documents	As per the Prescribed rates	10 Minutes

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not confirm to the above standards or any office who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

Nyumba ya Nafaka, Machakos Road, Industrial Area
P.O. Box 30586-00100, Nairobi
Head Office Tel: 020-6536028/6555288
Email: Md@ncpb.co.ke Website: www.ncpb.co.ke
Mobile: 0722205756/0733333159

The Commission Secretary/CEO
Commission on Administrative Justice
West End Towers, Waiyaki, Nairobi
P.O. Box 20414-00200, Nairobi
254-20-2270000/ 2303000

HUDUMA POA NI HAKI YAKO



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Leaders in Trade & Management
of Agricultural Commodities