



ETHICAL OPERATING STANDARDS



Frequently Asked Questions

1. What is NCPB's stand on corruption during the subsidized fertilizer distribution?

The Board does not condone corruption in any form or at any level. Subsidized fertilizer will only be sold to registered farmers and all procedures pertaining to the exercise must be followed strictly.

2. Does the Board have a Corruption prevention Policy?

Yes. The Board has Corruption Prevention Policy that all staff must always adhere to.

3. How can one support the Board in its fight on corruption?

Support the Board to fight corruption by whistleblowing and reporting corruption cases regarding the distribution of subsidy fertilizer or any other corruption incident through the following: 0733-555505/0722-904156

4. How can you report a complaint about the fertilizer subsidy or any other product, service or an employee's conduct?

The Board has a customer feedback reporting mechanism which one you can use to report. Report using: 0721-130155/0733-555325

5. How can one authenticate communication as originating from the Board?

The Board communicates through official channels; Facebook, twitter, website, signed press releases and statements.

6. What time does the Board operate when selling the subsidy fertilizer or when conducting other businesses?

The Board only operates from 8. AM to 5 PM. Any other business done after the stated time is not allowed.

9. Can a Board employee receive gifts from customers?

Yes, they can but they must declare the gift or donation to the Board

7. What are the accepted modes of payment for fertilizer and for other goods or services?

The Board accepts payments either by bankers' cheques or payment through provided Board's Mpesa till numbers. A customer can also make direct cash deposits to a Board's account given by the silo/depot manager. **Do not** pay to a personal number or paybill or other any other till number other than NCPB's provided till numbers.

8. How should a Board employee conduct himself/herself when discharging their duties?

All staff are expected to:

- Carry out their duties effectively and efficiently and in a transparent and manner.
- Carry out their duties in a manner that maintains public confidence in the integrity of the Board and to treat members of the public with courtesy and respect.
- Maintain high standards and level of professionalism and observe and subscribe to the ethical and professional practices.

10. Are employees allowed to actively participate in political activities?

No. Employees are supposed to be politically neutral and to discharge their duties with impartiality, objectivity and without any form of favouritism.

11. What is the ethical way of serving customers during the GOK fertilizer distribution and at any other time?

Staff are always expected to discharge their public duties in a manner that safeguards and promote public interest all the time. Customers must be treated equally and with respect at all times

12. How should staff conduct themselves in their private capacities?

During their private time, staff are expected to behave in such a manner that inspires public confidence in the office they occupy and in the Board they work for.

13. What does the Board expect from its employees during this crucial exercise of selling GOK subsidy fertilizer?

Employees are expected to serve farmers and other customers with diligence, with honesty and accuracy, with impartiality and without fear or favor.

14. How should NCPB employees relate to each other?

Staff are expected to handle their colleagues with courtesy.

15. How does the Board regard discrimination?

All staff and members of the public are treated equally. The Board does not condone any form of ethnic or social profiling.

16. Is it mandatory for staff to declare their assets and liabilities?

All Staff are expected to declare assets and liabilities in line with public officer Ethics Act, 2003.

General Business
Inquiries

0722 205 756, 0722 251 573 / 0733 333 159

Public/ Customers
Complaints

0721 130 155 / 0733 555 325

Integrity Issues

0733 555 505 / 0722 904 156

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Leaders in Trade & Management of Agricultural Commodities