

KERIO VALLEY DEVELOPMENT AUTHORITY
CITIZENS SERVICE DELIVERY CHARTER
“HUDUMA BORA NI HAKI YAKO”

SNO.	SERVICES RENDERED	REQUIREMENTS	USER CHARGES(KSHS)			TIME LINE	FEEDBACK MECHANISM
1.	Agricultural Extension Services	Enquiries requests planned programmes.	Free.			7 days for requests and inquiries. Quarterly for planned programmes.	Confirmation of request within 7-21 days.
2.	Sale of Processed Honey	Enquiries and orders.	Quantity	Wholesale Price (KSh)	Retail Price (KSh)	Over the counter sales is immediate Orders 1-5 days.	Delivery upon payment confirmation of the orders
			1kg	630/=	650/=		
			500 gms	330/=	350/=		
			500 gms squeezer	330/=	350/=		
			300 gms squeezer	230/=	250/=		
			300 gms jar	220/=	240/=		
			150 gms tube	110/=	120/=		
20 gms tube	25/=	30/=					
3	a) Fruit Seedlings	Enquiries and orders.	Description	Farm price (KSh)	Market price at Eldoret (KSh)	Over the counter sales is immediate. 7-14 days for orders	
			Citrus	70/=	90/=		
			Grafted mango	100/=	120/=		
			Ungrafted mango	50/=	70/=		
			Grated avocado	100/=	120/=		
			Ungrafted avocado	50/=	60/=		
			Pawpaw	30/=	40/=		
			Custard	30/=	40/=		
			Apple(ungrafted)	30/=	40/=		
			White	30/=	40/=		
	sappota(ungrafted)	20/=	25/=				
	Guavas(ungrafted)						
	Rough Lemon						
	b) Fencing Tree Seedlings	Enquiries and orders.	Kei Apple (5x6)	10/=	12/=		
			Hakea (4x6)	10/=	12/=		
			Pracantha(4x6)	8/=	10/=		
			Assorted Bare	5/=	10/=		
Rooted			40/=	45/=			
Kei Apple mas tube			10/=	12/=			
Thevetia Peruviana(4x6)							

	c) Tree Seedlings	Enquiries and orders	Description	Farm price (KShs)	Market price at Eldoret (KShs)	Over the counter sales is immediate. 7-14 days for orders
			Small(4x6)	10/=	12/=	
			Medium (6x9)	15/=	17/=	
			Large ceremonial	250/=	300/=	
	d) Ornamental	Enquiries and orders				Over the counter sales is immediate. 7-14 days for orders
			Small(5x8)	50/=	60/=	
			Medium(6x9)	60/=	70/=	
			Large (9x15)	150/=	180/=	
	e) Fodder	-Enquiries and orders	Description	Farm Price Per kg	Eldoret price Per kg	Over the counter sales is immediate. 7-14 days for orders.
			Pasture seed	700/=	700/=	
			Fodder trees	10/=	12/=	
			Hay	200 per 14kg	250 per 14-18kg	
4	Seed Production (Cereals & Pulses)	-Signing of contract document.	As per contract			As per crop maturity
5	Sale of Beehives	-Enquiries and orders	Description	Unit Price KShs.		Over the counter sales is immediate for 10 or less beehives. 1-2 months for orders depending on quantities.
			Kenya Top Bee Hive	3,200/=		
			Langstroth Hive	4,600/=		
			N/B .The prices are Kabarnet prices and excludes delivery charges which varies from 250/= to 350/= per unit.			
6	Purchase and Collection of Semi Processed Honey	-Enquiries.	Ksh.280/= per kg depending on demand.			1-7 days for internal logistics.
7	Office space at KVDA Plaza, Eldoret	a) Enquiries. b) Certificate Of Incorporation. c) Copy of Articles of Association/Constitution. d)Business License e) Name Of Person responsible for rent payment. f) Permanent Address.	Rent	Service Charge		2 days to confirm availability.
			Northern Wing			
			Ground floor	- KShs. 85/= per sq ft	15	
			Mezzanine floor	- KShs. 65/= per sq ft	15	
			1st -12th floors	- KShs. 40/= per sq ft	20	
			Southern Wing			
			Mezzanine floor	- KShs. 65/= per sq ft	15	
			1st floor	- KShs. 120/= per sq ft	20	
			3rd – 14 floors	- Kshs.60/= per sq.ft	20	
			(The above figure include rent and service charge) subject to change			

8	Tractor Hire Services	Enquiries and complete of application forms. Payment.	Description		Charge Per Acre (KShs)	7-30 days to deliver the services subject to availability of machines.	Confirmation on the availability of services.
			Ploughing (KVDA Farmers)	2,500/=			
			Harrowing	1,500/=			
			Planting	1,200/=			
			Ridging	1,200/=			
			Shelling of maize	40/= per 90kg			
			Threshing of sorghum	40/=per 90kg			
9	Engineering Surveys and Designs	Enquiries and requests.	Negotiable			14 days for mobilization.	Confirmation within 5 days for availability of service.
10	Earth Moving Machinery Hire Services	Enquiries and complete of application forms. Payment.	Type Of Machine	Public Dry Rate per hr	Private Dry Rate per hr	21-30 days to schedule.	Confirmation on the availability of the machines.
			Shovel	3,377/=	3,780/=		
			Bull Dozzer	5,018/=	6,560/=		
			Motor Grader	3,583/=	4,250/=		
11	Resolution of Public Complaints	Report and Response.	Complaint.			Within 30 days.	Confirmation within 7 days.
12	Seed maize shelling fee		1.60/kg				

Enquires to:
Managing Director
Kerio Valley Development Authority
P.O. Box 2660-30100
ELDORET

Tel: 053-63361/4, Fax: 053-63365
Email: info@kvda.go.ke
business@kvda.go.ke
Website: www.kvda.go.ke