

**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.	<b>Agricultural Extension Services</b>	Enquiries requests planned programmes.	Free.			7 days for requests and inquiries. Quarterly for planned programmes.	Confirmation of request within 7-21 days.
2.	<b>Sale of Processed Honey</b>	Enquiries and orders.	<b>Quantity</b>	<b>Wholesale Price (KSh)</b>	<b>Retail Price (KSh)</b>	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	<b>a) Fruit Seedlings</b>	Enquiries and orders.	<b>Description</b>	<b>Farm price (KSh)</b>	<b>Market price at Eldoret (KSh)</b>	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>b) Fencing Tree Seedlings</b>	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)							

	<b>c) Tree Seedlings</b>	Enquiries and orders	<b>Description</b>	<b>Farm price (KShs)</b>	<b>Market price at Eldoret (KShs)</b>	Over the counter sales is immediate. 7-14 days for orders
			Small(4x6)	10/=	12/=	
			Medium (6x9)	15/=	17/=	
			Large ceremonial	250/=	300/=	
	<b>d) Ornamental</b>	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/=	
	<b>e) Fodder</b>	-Enquiries and orders	<b>Description</b>	<b>Farm Price Per kg</b>	<b>Eldoret price Per kg</b>	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	<b>Seed Production (Cereals &amp; Pulses)</b>	-Signing of contract document.	As per contract			As per crop maturity
5	<b>Sale of Beehives</b>	-Enquiries and orders	<b>Description</b>	<b>Unit Price KShs.</b>		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	<b>Purchase and Collection of Semi Processed Honey</b>	-Enquiries.	Ksh.280/= per kg depending on demand.			1-7 days for internal logistics.
7	<b>Office space at KVDA Plaza, Eldoret</b>	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.	<b>Rent</b>	<b>Service Charge</b>		2 days to confirm availability.
			<b>Northern Wing</b>			
			<b>Ground floor</b>	- KShs. 85/= per sq ft	15	
			<b>Mezzanine floor</b>	- KShs. 65/= per sq ft	15	
			<b>1<sup>st</sup> -12<sup>th</sup> floors</b>	- KShs. 40/= per sq ft	20	
			<b>Southern Wing</b>			
			<b>Mezzanine floor</b>	- KShs. 65/= per sq ft	15	
			<b>1<sup>st</sup> floor</b>	- KShs. 120/= per sq ft	20	
			<b>3<sup>rd</sup> – 14 floors</b>	- Kshs.60/= per sq.ft	20	
			<b>(The above figure include rent and service charge) subject to change</b>			

8	<b>Tractor Hire Services</b>	Enquiries and complete of application forms.  Payment.	<b>Description</b>		<b>Charge Per Acre (KShs)</b>	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	<b>Engineering Surveys and Designs</b>	Enquiries and requests.	Negotiable			14 days for mobilization.	Confirmation within 5 days for availability of service.
10	<b>Earth Moving Machinery Hire Services</b>	Enquiries and complete of application forms.  Payment.	<b>Type Of Machine</b>	<b>Public Dry Rate per hr</b>	<b>Private Dry Rate per hr</b>	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	<b>Resolution of Public Complaints</b>	Report and Response.	Complaint.			Within 30 days.	Confirmation within 7 days.
12	<b>Seed maize shelling fee</b>		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**