

# KERIO VALLEY DEVELOPMENT AUTHORITY

## CITIZENS SERVICE DELIVERY CHARTER

### ‘HUDUMA BORA NI HAKI YAKO’

#### WHO WE ARE

Kerio Valley Development Authority (KVDA) is a Corporate legal entity established in 1979 as a Regional Development Authority (RDA) under Cap 441 of the Laws of Kenya. The Authority is mandated to promote integrated socioeconomic development initiatives such as developing water supply schemes for irrigation, environmental conservation programs and income generating activities in its area of jurisdiction so as to increase the region’s per capital income to the level of the national average.

#### OUR VISION

A prosperous, Green and Conflict Free Society.

#### OUR MISSION

To Promote Conservation and Sustainable Management of River Basin Based Natural Resources through Integrated Development for the Improvement of Livelihood.

#### CORE VALUES

1.Integrity 2. Respectful 3. Accountability 4.Teamwork 5.Creativity and Innovation 6.Customer Focus

#	SERVICES RENDERED	REQUIREMENTS	CHARGES (KSH)				TIMELINE
1.	Agricultural Extension Services	Enquiry requests planned programs.	Free				7 days for requests and inquiries. Quarterly for planned programs.
2.	Sale of Processed Honey	Enquire and orders	<b>Quantity</b>	<b>Wholesale Price (Ksh)</b>	<b>Retail Price (Ksh)</b>	<b>Quantity per package</b>	<b>Timeline</b>
			1 Kg	680	700	Half a dozen	Over the counter sale is immediate.  Order 1-5 days
			500gm jar	330	350	Dozen	
			500gm Squeezer	340	360	Dozen	
			300gm Squeezer	230	250	Dozen	
			300gm jar	220	240	Dozen	
			150gm tube	110	120	Dozen	
			20gm cup	25	30	Dozen	
3.	Sale of Processed Juice	Enquire and orders	<b>Quantity</b>	<b>Wholesale price(ksh)</b>	<b>Retail price(ksh)</b>	<b>Quantity per package</b>	
			500 ML	55/=	60/=	Dozen	
			300 ML	35/=	40/=	Dozen	
4.	a) Fruit seedlings	Enquire and orders	<b>Description</b>	<b>Farm Price (Ksh)</b>	<b>Market Price at Eldoret (Ksh)</b>	<b>Quantity per package</b>	<b>Timeline</b>
			Citrus	70	90	Per seedling	Over the counter sales is immediate.  7-14 days for order.
			Grafted mango	120	140	Per seedling	
			Ungrafted mango	60	70	Per seedling	
			Grafted avocado	120	140	Per seedling	
			Ungrafted avocado	50	60	Per seedling	

			Pawpaw	35	50	Per seedling	
			Custard	30	40	Per seedling	
			Ungrafted apple	30	40	Per seedling	
			Ungrafted white sappota	30	40	Per seedling	
			Ungrafted guavas	20	25	Per seedling	
			Rough lemon	30	50	Per seedling	
			Orange seedling	80	100	Per seedling	
	b) Fencing tree seedlings	Enquiries and Orders.	<b>Description</b>	<b>Farm price (ksh)</b>	<b>Market price at Eldoret (ksh)</b>	<b>Timeline</b>	
			Kei Apples (5x6)	10	12	Over the counter sales is immediate.	
			Hakea (4x6)	10	12	7-14 days for order.	
			Pracantha (4x6)	8	10		
			Assorted Bare Rooted	5	10		
			Kei apple mas tube	40	45		
			Thevetia Peruviana (4x6)	10	12		
	c) Tree Seedling	Enquiries and orders.	<b>Description</b>	<b>Farm price(ksh)</b>	<b>Market price at Eldoret (ksh)</b>	<b>Timeline</b>	
			Small (4x6)	15	20	Over the counter sales is immediate.	
			Medium (6x9)	15	17	7-14 days for order.	
			Large ceremonial	250	300		
			Bamboo Per seedling		150		
	d) Ornamental	Enquiries and orders	<b>Description</b>	<b>Farm prices (ksh)</b>	<b>Market price at Eldoret (ksh)</b>	<b>Timeline</b>	
			Small(5x8)	50	60	Over the counter sales is immediate.	
			Medium(6x9)	60	70		
			Large(9x15)	150	180	7-14 days for order	
	e) Fodder	Enquiries and orders	<b>Description</b>	<b>Farm price(ksh)</b>	<b>Market price at Eldoret (ksh)</b>	<b>Quantity per Package</b>	<b>Timeline</b>
			Pasture seed		750	Per kg	Over the counter sales is immediate.
			Fodder trees	10	12		
			Hay	200 per 14kg	250 Per 14-18kg		7-14 days for order
5.	<b>Seed production (Cereals &amp; pulses)</b>	Signing of contract document	As per contract			As per crop maturity	
6.	<b>Sale of beehives</b>	Enquiries and orders	<b>Description</b>	<b>Unit price Kshs.</b>	<b>Quantity per package</b>	<b>Timeline</b>	
			Kenya Top Bee Hive	4000/=	Per Piece	Over the counter sales is immediate for 10 or less beehives	
			Langstroth Hive	5000/=		1-2 months for orders depending on quantities	
			<b>N/B.</b> The prices are Kabarnet prices and excludes delivery charges which varies from 250/= to 350/= per unit				
7.	<b>Purchase and collection of semi processed honey</b>	Enquiries	Ksh. 400/= per kg depending on demand.			1-7 days for internal logistics	
8.	<b>Purchase and collection of Mango fruit from farmers</b>	Enquiries	Ksh. 10/= per kg depending on demand.			1-7 days for internal logistics	
9.	<b>Tractor Hire Services</b>	Enquiries and complete of application forms	<b>Description</b>	<b>Charge per acre (Kshs)</b>	<b>Timeline</b>		
			Ploughing (KVDA Farmers)	3000/=	7- 30 days to deliver the services subject to availability of machines.		

		Payment	Ploughing (outside KVDA farms)	3000/=	Confirmation on the availability of services.		
			Harrowing	2500/=			
			Planting	2500/=			
			Ridging	1200/=			
			Shelling of maize	40/= per 90kg			
			Threshing of sorghum	40/= per 90kg			
10.	<b>Engineering Surveys And Designs</b>	Enquiries and requests	<b>Charges</b>		<b>Timeline</b>		
			Negotiable		14 days for mobilization Confirmation within 5 days for availability of service.		
11.	<b>Earth Moving Machinery Hire Services</b>	Enquiries and complete of application forms.	<b>Type of machine</b>	<b>Public dry rate per hour</b>	<b>Private dry rate per hour</b>	<b>Timeline</b>	
		Payment	Shovel	3377/=	3780/=	21-30 days to schedule	
			Bulldozer	5018/=	6560/=	Confirmation of the availability of the machines	
			Motor grader	3583/=	4250/=		
12.	<b>Resolution Of Public Complaints</b>	Report and response	Complaint			<b>TIMELINE</b>	<b>FEEDBACK MECHANISM</b>
						Within 30 days	Confirmation within 7 days
13.	<b>Seed Maize Shelling Fee</b>		1.60/kg				

**OFFICE SPACE AT KVDA PLAZA, ELDORET**

#	REQUIREMENTS	WING	FLOOR	RENT	SERVICE CHARGE	TIMELINE	FEEDBACK MECHANISM
1.	a. Enquiries. b. Certificate of incorporation. c. Copy of articles of association/constitution.	Northern wing	Ground floor	Kshs. 85/= per sq. ft.	15		2 days to confirm availability
			Mezzanine floor	Kshs. 65/= per sq ft	15		
			1 <sup>st</sup> – 12 <sup>th</sup> floor	Kshs. 40/= per sq ft	20		
2.	d. Business license. e. Name of person responsible for rent payment. f. Permanent address.	Southern wing	Mezzanine floor	Kshs. 65/= per sq ft	15		
			1 <sup>st</sup> floor	Kshs. 120/= per sq. ft.	20		
			3 <sup>rd</sup> – 14 <sup>th</sup> floor	Kshs. 60/= per sq ft	20		