

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). The Authority is mandated to promote integrated socioeconomic development initiatives such as developing water supply schemes for irrigation 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 Benefit of the People.

CORE VALUES

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

| # | SERVICES RENDERED | REQUIREMENTS | CHARGES (KSH) | | | QUANTITY PER PACKAGE | TIMELINE | |
|-----------------|-------------------------|--------------------|-------------------------|------------------------------|--------------------------------------|-----------------------------|-----------------|--------------|
| 1. | Sale of Processed Honey | Enquire and orders | Quantity | Wholesale Price (Ksh) | Retail Price (Ksh) | Quantity per package | Timeline | |
| | | | 1 Kg | 680 | 700 | | | Half a dozen |
| | | | 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 |
| 2. | Sale of Processed Juice | Enquire and orders | Quantity | Wholesale price (Ksh) | Retail price (Ksh) | Quantity per package | Timeline | |
| | | | 500 ML | 55/= | 60/= | | | Dozen |
| | | | 300 ML | 35/= | 40/= | | | Dozen |
| 3. | Fruit seedlings | Enquire and orders | Description | Farm Price (Ksh) | Market Price at Eldoret (Ksh) | Quantity per package | Timeline | |
| | | | Citrus | 70 | 90 | | | Per seedling |
| | | | 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 | | | | | |

| | | | | | | | |
|--|--|-----------------------|--|-------------------------|--------------------------------------|---|--------------------------------------|
| 4. | Fencing tree seedlings | Enquiries and Orders. | Description | Farm price (ksh) | Market price at Eldoret (ksh) | Timeline | |
| | | | 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 | | |
| 5. | Tree Seedling | Enquiries and orders. | Description | Farm price (ksh) | Market price at Eldoret (ksh) | Timeline | |
| | | | 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 | | |
| | | | Medium(6x9) | 60 | 70 | | |
| | | | Large(9x15) | 150 | 180 | | |
| 6. | Fodder | Enquiries and orders | Description | Farm price(ksh) | Market price at Eldoret (ksh) | Quantity per Package | Timeline |
| | | | Pasture seed | | 750 | Per kg | Over the counter sales is immediate. |
| | | | Fodder trees | 10 | 12 | | 7-14 days for order |
| | | | Hay | 200 per 14kg | 250 Per 14-18kg | | |
| 7. | Sale of beehives | Enquiries and orders | Description | Unit price Kshs. | Quantity per package | Timeline | |
| | | | 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 | |
| | | | N/B. The prices are Kabarnet prices and excludes delivery charges which varies from 250/= to 350/= per unit | | | | |
| 8. | Purchase and collection of semi processed honey | Enquires | Ksh. 280/= per kg depending on demand. | | | 1-7 days for internal logistics | |
| 9. | Resolution Of Public Complaints | Report and response | Complaint | | | TIMELINE | FEEDBACK MECHANISM |
| | | | | | | Within 30 days | Confirmation within 7 days |
| 10. OFFICE SPACE KVDA PLAZA ELDORET | | | | | | | |
| | REQUIREMENTS | WING | FLOOR | RENT | SERVICE CHARGE | TIMELINE | FEEDBACK MECHANISM |
| 1. | a) Certificate of Incorporation b) 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 st – 12 th floor | Kshs. 40/= per sq ft | 20 | | |
| 2. | c) Business license. d) Name of person responsible for rent payment. e) Permanent address. | Southern wing | Mezzanine floor | Kshs. 65/= per sq ft | 15 | | |
| | | | 1 st floor | Kshs. 120/= per sq. ft. | 20 | | |
| | | | 3 rd – 14 th floor | Kshs. 60/= per sq ft | 20 | | |