



Agricultural Development Corporation

CLIENT SERVICE DELIVERY CHARTER

Serial No.	SERVICE(S)/GOODS	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST OF SERVICE/GOODS	TIME LINE
1. INFORMATION & FEEDBACK				
	1. General Telephone Call	Customer's telephone calls	Free	Answer call on 2 nd ring, contact persons to identify themselves.
	2. Written Correspondence	Customers written enquiry	Free	7 working days from the day of receipt
	3. Telephone enquiry	Customers telephone enquiry	Free	24 hours from the time of enquiry
	4. Email enquiry	Customer's email enquiry	Free	12 hours from the time of enquiry
	5. Access to information	Customer's registry	Free	A maximum of 21 days from the date by receipt.
	6. Resolution of Public complaints	Customers complaints	Free	Acknowledged within 7 hours Resolve within 14 days
	7. Media enquiry	Media enquiries	Free	2 hours from time of enquiry
2.	HIGH QUALITY LIVESTOCK (Dairy And Beef)	Make application specifying number and the breed	As you will be advised upon receipt of your application	As soon as available
3.	A.I SERVICES SALE OF SEMEN ▪ Local	Fill the contract form	local semen-250/- per straw	Within 24hrs
	Imported -Conventional -Sexed Semen	Fill the contract form	Imported semen-450/- to 6000/- per straw	Within 24 hrs
4.	CONTRACTUAL SERVICES			
	Fabricated trailers	Fill the contract form	1,000,000/-	Within 60days
	Machine repairs	Fill the contract form	Depends on nature of work to be done	Depends on nature of work

No	SERVICE (S) RENDERED	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST OF SERVICE	TIME LINE
5.	LABORATORY ANALYSIS SERVICES			
	Calcium	Fill the contract form	900/-	7days
	Phosphorus		900/-	
	Crude oil		500/-	
	Crude protein		900/-	
	Moisture		200/-	
	Sodium chloride		600/-	
	Ash		400/-	
6.	TRAINING			
	<ul style="list-style-type: none"> Certificate in Artificial Insemination and Fertility Management 	Target group: Certificate/ Diploma/degree holders in animal science or animal health or practicing A.I provider	45,800/-per student	7 weeks
7.	CERTIFIED SEED POTATO			
	Potato seed size 1	Fill the order form	2750/- per 50kg bag	Within 7days
	Potato seed size 2	Fill the order form	3000/- per 50kg bag	Within 7days
8.	COMMERCIAL MAIZE	Make application specifying quality/ quantities needed	Prevailing market prices	Within 7 working days

PUBLIC COMPLAINTS AND ACCESS TO INFORMATION CONTACT DETAILS

Mobile-Hotline: 0724-930920, 0735-930920

General line: 0202250695/185

Landline: 0202250695/185

E-mail: adc.mdsoffice@gmail.com/mdsoffice@adc.or.ke

Complaints may be logged with: The Commission on Administrative Justice: Office of the ombudsman

2nd floor, West end Towers, Opposite Aga Khan High School off Waiyaki Way- Westlands

P.O. Box. 20414 – 00200 Nairobi Tel: 254-20-2270000/2303000/2603765/2441211/8030666

Email: [info @ ombudsman. Go.ke](mailto:info@ombudsman.go.ke) (for general inquiries) [complaints @ ombudsman.go.ke](mailto:complaints@ombudsman.go.ke) (for complaints)

www.ombudsman.go.ke



www.adc.or.ke



Agricultural Development Corporation



@AdCke