



SERVICE CHARTER

Agricultural Development Corporation

Excellence in Agriculture

Service *Charter*



**Agricultural Development Corporation
Nairobi, Kenya.
2007**

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The Service Charter

Purpose

The purpose and objective of this charter is to enhance levels of awareness amongst our clientele in Kenya and beyond on our role as a leading agricultural institution in promoting the development of agriculture in the country. It also gives insights on our core activities and values, provides information on our range of services, the standards we have set as well as the commitments to continuous improvement of services to our customers' satisfaction.

Agricultural Development Corporation

Agricultural Development Corporation, a Government Parastatal, was established through an Act of Parliament Cap 346 of 1965 and later revised through Cap 444 of 1986.

Our Mandate

To promote and execute schemes for agricultural development and reconstruction in Kenya by initiating, assistance or expansion of agricultural undertakings or enterprises. To this end, the Corporation promotes the production of Kenya's essential agricultural inputs such as seed maize, pasture seed, vegetable seed, pedigree and high grade cattle, sheep, goats, pigs, poultry and bees.

Role

1. Management of national farms.
2. To maintain the best livestock genetics
3. Seed production activities.
4. Transfer of technology:- On-farm training in livestock and crop production

Our Vision

To be the prime mover and leader in agricultural development in Eastern Africa and beyond.

Our Mission

To promote sustainable agricultural development and reconstruction in Kenya by initiating. Assisting and expanding agricultural undertakings and enterprises through production and supply of quality seed, livestock, technological transfers and training in a sustainable and affordable manner.

Our Core Functions

- Seed multiplication for crops
- To ensure good quality livestock is produced through continuous genetic improvements.
- Facilitation of technological transfers from Research Institutions to farmers.

Our Motto: *Excellence in Agriculture*

Our Core Values

- **Staff** - Having committed members of staff working as a team, with high professional ideals, integrity, accountability, transparency and sources on an equal opportunity basis.

- **Environment** – Ensuring that our activities are not only compliant but also friendly to environmental laws and community interests.
- **Social Responsibility** – Promotion of the welfare of people around us through participation in community projects and programmes
- **Technology** - Embracing new innovations and up- to – date technology development in all operations for the benefit of the agricultural sector.
- **Quality Service** - Providing quality services our clientele.
- **Participation** – We value staff participation at all levels of management in decision-making.

Our services

We will provide the following:

- High quality seed and livestock.
- Extension services through field days, agricultural shows and farm visits, all geared towards the transfer of knowledge and enhancement of household incomes.
- Borehole drilling services
- Direct farm management services.
- On-farm trials for new varieties and products
- Hands-on exposure for students through linkages with research and leaning institutions.

What to expect from us (we will):

- Treat you with respect and courtesy, maintaining confidentiality where needed.
- Be courteous in all our dealings with you.
- Give well considered responses, professionally, honestly and transparently.
- Ensure that our website is accessible and well set out
- Provide efficient and effective service to our customers
- Deal with your enquiries and complaints promptly.
- Reply to your letters, faxes and emails within 10 working days.
- Adhere to tender regulations/procedures.
- Improve on the ways in which we deliver our services, in line with changing market trends and technology.
- Embrace positive criticism.

We will be accountable (we undertake to):

- Embrace dynamism in the changing business world and adopt innovative practices.
- Be prompt and clear in our communication.
- Uphold our core values as stipulated in this charter.
- Utilise and appropriately allocate resources to attain value for money.
- Offer services in a transparent and accountable manner.
- Uphold and respect all our customers' criticisms, views and encourage participatory interactions.
- Consult customers regularly and take note of their comments
- Promote equality, just and fair treatment to all our stakeholders.
- Ensure zero tolerance to corruption in our institution.
- Ensure efficient and effective service delivery.
- Monitor our performance against the standards set in this charter

Our clients and Stakeholders

- The Government
- The farmers
- Kenyan public
- The staff
- Suppliers
- Development partners.

How you can help us (as our client we expect you to):

- Engage us in constructive criticism
- Advise us on your needs
- Share with us ideas on how to improve our services and activities for a sustained growth and development as per our mission statement.
- Participate in our agricultural development programmes and endeavours.
- Respond to our surveys on our services that we shall conduct from time to time.

Redress Mechanism

In cases where service delivery is deemed ineffective, redress may be sought amicably and with mutual understanding. Expression of complaints or dissatisfaction may be brought to the attention of the Managing Director or any other responsible officer of the Corporation through:

- Letter
- Personal visits to our offices and Farms
- Telephone calls
- Fax messages
- E-mail messages

In all cases, communication must be clear with indication of circumstances and credible facts. Our customers are however encouraged to identify themselves to avoid difficulties in handling anonymous complaints.

Review of this Charter

Due to changing global trends we will in consultation with our customers, other stakeholders and the Board of Directors, subject this charter to review and amendments where necessary with the view of ensuring efficiency and effectiveness in service delivery. We welcome customer feedback and suggestions to help us to review and update this charter as / when required.

Our Contact Details

Agricultural Development Corporation
Development House 10th Floor, Moi Avenue
P. O Box 47101, 00100 Nairobi, Kenya

Tel: 020-2250695/185

Fax: 020-243571

Cell: 0724930920, 0735930920

Email: info@adc.co.ke

Website: www.adc.co.ke

KITALE REGION

ADC Kitale

P. O Box 917

KITALE

TEL: 054-30760

FAX: 054-31574

E-mail: ktl@adc.co.ke

NAKURU REGION

ADC Mutara Ranch

P. O Box 24

RUMURUTI

Tel: 065-32584

ADC Molo Potato Project

P. O Box 368

MOLO

Tel: 051-721165

ADC Lanet Feedlot

P. O Box 1124-20100

NAKURU

Tel: 02032778

COAST REGION

ADC Kiswani Complex

P. O Box 285

MALINDI

Tel: 042-30475

ADC Galana Ranch

P. O Box 76

MALINDI

Tel: 043-30126/31285