



PYRETHRUM PROCESSING COMPANY OF KENYA LTD (PPCK)
SERVICE DELIVERY CHARTER
HUDUMA KWA WATEJA WETU
PPCK HUTOA HUDUMA ZIFUATAZO

AINA ZA HUDUMA TUNAZOZITOA	MATARAJIO YA WATEJA KUTOKA KWA PPCK	MATARAJIO YA PPCK KUTOKA KWA WATEJA	GHARAMA	MUDA WA MAKADIRIO
Utafiti, ushauri na huduma sambavu	<ul style="list-style-type: none"> ▪ Teknolojia mpya ▪ Ujuzi wa ukuzaji pareto ▪ Ziara mashambani 	<ul style="list-style-type: none"> ▪ Mapendekezo ya mahitaji ya utafiti ▪ Matumizi ya teknolojia mpya 	Bila malipo	Mfululizo
Usajili wa wakulima wa pareto	<ul style="list-style-type: none"> ▪ Kusajili/kutoa lesemi kwa muda unaofaa ▪ Kutoa fomu za usajili/leseni 	<ul style="list-style-type: none"> ▪ Kutoa habari za kujitambulisha ▪ Kutoa ithibati ya umilishi /upatikanaji wa shamba ▪ Akaunti ya benki 	Bila malipo	Siku 14
Uzalishaji na usambazi wa pembejeo	<ul style="list-style-type: none"> ▪ Usambazaji wa pembejeo kwa muda unaofaa 	<ul style="list-style-type: none"> ▪ Kuanda shamba mapema ▪ Kuagiza pembejeo ▪ Kutoa shamba kitalu/bustani la miche ▪ Kuwa tayari kwa miche yenye uzito mkubwa 	Kulingana na mpangilio wa PPCK	Kulingana na msimu wa upanzi
Kupokea na kusafirisha maua yaliyokauka	<ul style="list-style-type: none"> ▪ Ratiba ya kupima maua ▪ Kutambua maeneo ya kukusanyia maua ▪ Ratiba ya kukusanya maua ▪ Kupatiana huduma za usafirishaji 	<ul style="list-style-type: none"> ▪ Kufuata ratiba ya upimaji na ukusanyaji wa maua ▪ Maua yaliyokauka 	Kulingana na mpangilio wa PPCK	Kwa siku 2
Huduma za uchanganuzi wa kimaabara	<ul style="list-style-type: none"> ▪ Uchanganuzi kwa muda unaofaa ▪ Kuwasilisha ripoti ya maabara kwa wakulima 	<ul style="list-style-type: none"> ▪ Kuwasilisha maua kwa uchanganuzi ▪ Umaalum wa bidhaa kutoka kwa wateja 	Bila malipo	Kwa saa 48
Kuongeza thamani ya pareto	<ul style="list-style-type: none"> ▪ Kukusanya maua kwa muda unaofaa ▪ Kuchakatua pareto kwa muda unaofaa 	<ul style="list-style-type: none"> ▪ Kuwasilisha maua yaliyokauka 	Kulingana na mpangilio wa PPCK	Kwa siku 3
Utafutaji wa soko na uuzaji wa pareto na bidhaa zitokanazo na pareto	<ul style="list-style-type: none"> ▪ Mazao yathamani ▪ Kuwasilisha kwa muda unaofaa 	<ul style="list-style-type: none"> ▪ Uaagizaji ▪ Kutoa maoni 	Bila malipo	Kwa siku 7
Kulipa maua ya pareto yaliyoltewa PPCK	<ul style="list-style-type: none"> ▪ Kulipa kwa muda unaofaa 	<ul style="list-style-type: none"> ▪ Maua yaliyokauka 	Bila malipo	Kwa siku 15
Kulipia bidhaa na huduma	<ul style="list-style-type: none"> ▪ Kulipa kwa muda unaofaa 	<ul style="list-style-type: none"> ▪ Bili hakali/stakabadhi za uagizaji 	Bila malipo	Kwa siku 30
Kukusanya, kupanga, kuhifadhi na kuweka habari za pareto katika sekta ndogo	<ul style="list-style-type: none"> ▪ Kutoa huduma za utendaji 	<ul style="list-style-type: none"> ▪ Kutoa habari 	Bila malipo	Kwa muda unaofaa
Kukusanya kukata mapato kwa mujibu wa sheria na kulipa ushuru	<ul style="list-style-type: none"> ▪ Kuwasilisha mapato yaliyokatwa kwa mujibu wa sheria 	<ul style="list-style-type: none"> ▪ Kujaza fomu za kukili 	Bila malipo	Kwa muda unaofaa



PYRETHRUM PROCESSING COMPANY OF KENYA LTD(PPCK) SERVICE DELIVERY CHARTER

The Service charter informs the Public on how Pyrethrum Processing Company of Kenya (PPCK) responds to her clientele's demands for quality services and the pys and yardstick upon which our performance will be measured. It defines the kind of services that we offer and provides guidelines of our interactions with customers respecting our core values, functions customer rights and work environment as reflected in our strategic plan

OUR SERVICES TO CLIENTELE

TYPE SERVICE RENDERED	CLIENT'S EXPECTATIONS FROM PPCK	PPCK'S EXPECTATIONS FROM CLIENT	COST	TIME FRAME
Research, advisory & Extension service	<ul style="list-style-type: none"> ▪ New technologies ▪ Extension messages on Pyrethrum husbandry ▪ Farm visits 	<ul style="list-style-type: none"> ▪ Research demand proposals ▪ Adoption of new technologies ▪ Feedback 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ Continuous
Registration of Pyrethrum growers	<ul style="list-style-type: none"> ▪ Prompt registration of growers ▪ Provision of registration forms 	<ul style="list-style-type: none"> ▪ Provision of identification details ▪ Proof of land ownership/availability ▪ Bank Account details 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ 14 days
Multiplication & Distribution of planting materials	<ul style="list-style-type: none"> ▪ Timely supply of planting materials 	<ul style="list-style-type: none"> ▪ Early land preparation ▪ Demand for planting materials ▪ Availing of land for nursery development, seed field ▪ Readiness for bulking of planting material 	<ul style="list-style-type: none"> ▪ As per PPCK price schedule 	<ul style="list-style-type: none"> ▪ As per planting season
Receiving & transportation of dry flowers	<ul style="list-style-type: none"> ▪ Weighing programme ▪ Identification of flower collection points ▪ Flower collection programme ▪ Provision of transport 	<ul style="list-style-type: none"> ▪ Adherence to the weighing and flower collection programme ▪ Dry Flowers 	<ul style="list-style-type: none"> ▪ As per PPCK price schedule 	<ul style="list-style-type: none"> ▪ Within 2 days
Laboratory analytical services	<ul style="list-style-type: none"> ▪ Timely analysis ▪ Availing of growers assay results 	<ul style="list-style-type: none"> ▪ Flower for analysis ▪ Customer and product specification 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ Within 48 hours
Value addition of pyrethrum flowers	<ul style="list-style-type: none"> ▪ Timely collection of flowers ▪ Timely processing 	<ul style="list-style-type: none"> ▪ Provision of dry flowers 	<ul style="list-style-type: none"> ▪ As per PPCK price schedule 	<ul style="list-style-type: none"> ▪ Within 3 days
Marketing and sale of Pyrethrum & Pyrethrum products	<ul style="list-style-type: none"> ▪ Quality product ▪ Timely delivery 	<ul style="list-style-type: none"> ▪ Orders ▪ Feedback 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ Within 7 days
Paying for Pyrethrum flower deliveries to PPCK	<ul style="list-style-type: none"> ▪ Prompt payment 	<ul style="list-style-type: none"> ▪ Dry Flowers 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ Within 30 days
Paying for goods & services	<ul style="list-style-type: none"> ▪ Prompt payment 	<ul style="list-style-type: none"> ▪ Authentic bills/invoices documents 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ Within 30 days
Collect, collate, maintain & manage information on the Pyrethrum sub-sector	<ul style="list-style-type: none"> ▪ Technical support 	<ul style="list-style-type: none"> ▪ Provision of information 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ Promptly
Collect & remit statutory deductions	<ul style="list-style-type: none"> ▪ Submission of statutory returns 	<ul style="list-style-type: none"> ▪ Declaration forms 	<ul style="list-style-type: none"> ▪ Nil 	<ul style="list-style-type: none"> ▪ Promptly

HUMDUMA BORA NI HAKI YAKO