



# AGRO CHEMICAL AND FOOD COMPANY LIMITED

P.O Box 18-40107, MUHORONI

## CUSTOMER SERVICE DELIVERY CHARTER STANDARDS

The Company is committed to providing efficient and environmentally friendly customer services to ensure sustainable growth and increase returns to shareholders.

S/NO.	SERVICE OFFERED	CLIENT REQUIREMENT	CHARGES	TIMELINES
<b>CUSTOMER RELATIONS</b>				
1	a) Visitor's reception	Cooperation/ Courtesy	Free	Immediate
	b) Telephone Calls	Courtesy	Free	Call picked by the third (3 <sup>rd</sup> ) ring
	c) Routine correspondence	Nil	Free	Replied within seven (7) days from date of receipt
	d) Technical correspondence	Nil	Free	Acknowledgement done immediately: - - Replied within Fourteen days (14) from date of the enquiry
	e) Response to customer complaints arising from procurement/service delivery/goods falling short of customer expectations/ requirements	Submission of complaints	Free	Immediate
<b>SALES ORDER PROCESSING AND DELIVERY</b>				
2	a) local spirit sales	Kenya Revenue Authority (KRA) statutory documents	As per prevailing KRA rates	Five (5) working days from date of receipt of paid order
	b) Yeast product sales	Statutory business registration documents	As per prevailing Government rates	Within 5 working days after receipt of order
	c) Bottled Spirit sales	Local Government liquor approval/ licence	Local County rates	Immediate; subject to availability of stocks.
	d) Export Sales	Payment of relevant duties in importing country	At prevailing rates	Within five (5) working days after confirmation of payment of taxes
	e) Carbon dioxide sales	Statutory business registration	As per prevailing Government rates	Within five (5) working days; subject to availability of stocks
	f) Bottled Denatured Spirit sales	Pharmacy & Poisons Board (PPB) approval/licence	PPB rates	Immediate: subject to availability of stocks.
<b>ADMINISTRATION</b>				
3	a) Provision of ACFC information, education and communication	Formal Request	Free	A maximum of five (5) days
<b>PROCUREMENT</b>				
4	Procurement of goods and services	Issuance of LPO's	Submission of quotations/tender/document	Seven (7) days
		Processing of quotations	Submissions of bids	Fourteen (14) days
		Tendering process	Submission of bids	Twenty-one (21) days
<b>STORES</b>				
5	Payment of goods and services rendered	a) Delivery of goods and services as per the contract's quality, quantity and delivery time (LPO/LSO/ Delivery Note/Claim invoice)	Free	Within thirty (30) working days
		b) Inspection of goods/services and issuance of Inspection & Acceptance Certificate	Free	Three (3) days after receipt of goods/services
		c) Issue Goods Received Note (GRN)	Free	One (1) day
		d) Verification and attachment of payment documents and forwarding of necessary documents to Finance Department	Free	Two (2) days
<b>FINANCE</b>				
6		Payment of invoices	Submission of delivery notes and invoices	Thirty (30) days
<b>HUMAN RESOURCES</b>				
7	Provision of attachment/ internship and apprenticeship	Formal request	Free	Fourteen (14) days from application date subject to availability of vacancy

If you are dissatisfied with our services, please report to:

The Resident Director & Chief Executive,  
Agro Chemical and Food Company Limited,  
P.O Box 18-40107, MUHORONI.  
Tel. 0722 205 447/8 , 2334020/1;

E-mail: admin@acfc.co.ke, or Complaints@acfc.co.ke