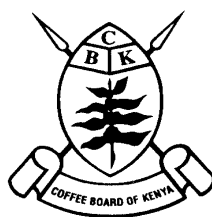


# COFFEE BOARD OF KENYA



## SERVICE CHARTER

### 1.0 INTRODUCTION

The Coffee Board of Kenya was established in 1933 under the Coffee Act CAP 333 which was later repealed and gave way to the Coffee Act No. 9 of 2001.

### 2.0 PURPOSE OF THE SERVICE CHARTER

The purpose of this Service Charter is to enhance the level of awareness on the role of the Board, give insight on its core business and values, provide information on the range of services offered, the set service delivery, standards, clients' expectations, avenues for remedy where service delivery fall short of standards and provision for continuous improvement in service delivery and excellence in our operations in line with the Mission and Vision of the Board .

This Charter is the Board's commitment to the delivery of service to stakeholders.

### 3.0 THE MANDATE OF THE BOARD

The mandate of the Board is "To promote competition in the coffee industry, production, processing and branding of Kenyan coffee and generally to regulate the coffee industry in the public interest".

In an endeavour to achieve this mandate, the Board shall formulate policies and make rules for the industry, register and licence industry players, provide advisory services, maintain an industry database, advice Coffee Research Foundation on

emerging research needs, undertake promotion of coffee consumption and export and arbitrate on any disputes referred by players in the industry.

#### **4.0 VISION**

Be a reputable facilitator for the development, promotion and overall oversight for the coffee industry.

#### **5.0 MISSION STATEMENT**

To provide a conducive environment for the growth of the coffee industry through regulation, building of partnerships, promoting competitiveness, encouraging value addition initiative branding thus enhancing the quality/production for producers and consumer satisfaction.

#### **6.0 CORE VALUES**

Values are an integral part of any organization's culture which in turn create a sense of identity, belonging, direction and purpose. In its quest for timely provision of quality services the Board shall be guided by the following core values as articulated in the Strategic Plan (2005 – 2009):

- Professionalism
- Innovativeness
- Social responsibility
- Team work
- Commitment
- Accountability
- Integrity
- Confidentiality
- Timeliness
- Accountability

## **7.0 CORE FUNCTIONS**

- Formulate policies and rules to regulate and develop the coffee industry in the consultation with the Ministry of Agriculture.
- Carry out registration and licensing of coffee nurseries, growers, pulping stations, millers, marketing agents, management agents, buyers, roasters, packers, warehousemen and auctioneers to ensure adherence to standards.
- Provide advisory services related to coffee production and quality enhancement.
- Collect, collate, analyse data, maintain a database on the coffee industry and document and monitor it through registration of any persons dealing with coffee.
- Advice and guide Coffee Research Foundation in the carrying out of research in all matters related to the coffee industry.
- Represent the Government in international fora in regard to coffee matters.
- Arbitrate in case of any disputes in the industry.
- Encourage environmentally friendly, ethical and hygienic coffee production, processing and marketing practices, in order to enhance quality of coffee and sustainability.
- Identify, develop and promote new and emerging domestic and global markets for Kenyan coffee and consolidate existing ones.

## **8.0 THE STAKEHOLDERS**

- Coffee Growers
- Coffee Buyers/Dealers/Millers/Marketing Agents
- The Board employees
- The service providers
- The general public
- Coffee consumers
- The Government of Kenya
- Development partners

## **9.0 BOARD'S COMMITMENT ON SERVICE DELIVERY TO STAKEHOLDERS**

(a) **To the Growers**

- Coffee movement permit shall be issued within a day to a grower on request from any Board offices.
- Authority to erect a pulping station shall be issued within ninety (90) days upon receipt of an application.
- Pulping station licence shall be issued within ninety (90) days upon satisfactory completion of construction.
- Grower's registration certificate shall be issued at the time of issuance of a new pulping station licence.
- Advisory service shall be provided on timely basis.
- Inspection of coffee for direct sales shall be done within five working days upon receipt of a sales contract.

(b) **To Coffee Traders**

- Gazettement of applicants for coffee trade licences and management agent certificate shall be done within ninety (90) days upon receipt of application.
- New licence applications shall be received and processed between 1<sup>st</sup> May and 30<sup>th</sup> June every year.
- Coffee trade licences and management agents certificate shall be issued within thirty (30) days after gazettment.
- Renewal of licenses shall be done between 1<sup>st</sup> May and 30<sup>th</sup> June every year.
- Quarterly inspection of millers, marketing agents, roasters, packers and warehousemen will be carried out in order to ensure compliance with standards.
- Certifying export documents for coffee shall be done within five (5) days.
- Processing of the sales documents shall be done within five (5) working days
- Registration of growers, millers and marketing Agents contract agreements/appointments shall be done within five (5) days upon receipt.

(c) **To the Government**

- Quarterly and annual reports shall be submitted within thirty (30) days of the following month.
- The Board's annual accounts will be compiled and submitted to the government by 30<sup>th</sup> September each year.
- Crop forecasts will be released on annual basis for planning purposes two [2] months prior to commencement of the coffee year (by 30<sup>th</sup> July every year)
- Government correspondence shall be responded to within seven (7) days upon receipt.
- Statutory staff reductions (PAYE, NHIF, NSSF) shall be remitted within fifteen (15) days following end of month
- Value Added Tax (VAT) will be remitted to the commissioner of VAT by 20<sup>th</sup> of the following month after deducting from suppliers' invoices.
- National Social Security Fund deductions shall be remitted to the NSSF by 9<sup>th</sup> of the following month
- National Hospital Insurance Fund deductions shall be remitted to the NHIF by 9<sup>th</sup> of the following month.

(d) **To the Employees**

- Provision of conducive working environment for employees
- Annual review of staff salaries and emoluments.
- Conduct fair annual staff appraisals.
- Staff salaries shall be paid by the last day of each month.
- Authorized staff claims shall be paid within fifteen (15) days of receipt.
- Staff deductions shall be remitted within fifteen (15) days.
- Enhancement of skills through regular continuous training
- Facilitation of employees through optimal resource allocations to realize set goals
- Purchases and other supplies will be provided within a month subject to conformity with regulations, clear user specification and availability of funds.

(e) **To the Service Providers**

- Public procurement procedures will be conducted in a fair, transparent and non-discriminatory manner
- Goods and services to be paid within thirty [30] days after submission of invoice accompanied by LPO and delivery note.

(f) **To the General Public**

- Information on the Board's website will be updated on a continuous basis
- Telephone calls will be answered within three [3] rings.
- Routine correspondence will be replied within seven [7] days of receipt
- Technical correspondence will be replied within twenty-one [21] days from the date of receipt of the enquiry.
- The Board will participate in at least one [1] corporate social responsibility activity annually.
- The Board will maintain a fair and competitive recruitment policy.

## **10.0 STAKEHOLDERS' OBLIGATIONS**

- Engage in constructive criticism.
- Advise on your needs
- Share with the Board ideas on how to improve services provided by the Board for a sustained growth and development in pursuit of its mandate as indicated in the mission statement.
- Participate in the Board's coffee development programmes and endeavours.
- Respond to stakeholders satisfaction surveys that shall be conducted from time to time.
- Renew trade licences as and when they fall due.
- Comply with legal and administrative requirements relevant to respective licence/certificate holders.

## **11.0 STAKEHOLDER FEEDBACK AND REDRESS**

We greatly welcome feedback on our performance to enable us improve on delivery of services to our customers and stakeholders. Kindly submit your feedback both positive or negative, with suggestions on improvement of service delivery to the addresses provided below.

The Board will acknowledge receipt and handle genuine complaints within thirty (30) days of receipt and take appropriate action. Should the response of the Board be unsatisfactory the complainants shall be free to write to the Permanent Secretary, Ministry of Agriculture, seeking further intervention.

The Board may not respond to anonymous complaints. As an act of good faith, complainants are encouraged to give their names and addresses.

## **12.0 REVIEW OF THE CHARTER**

In light of the ever-changing global trends, the Board will in consultation with stakeholders subject this charter to regular review. The Board welcomes stakeholder feedback and suggestions on ways of enhancing the quality and relevance of this Service Delivery Charter.

### **For enquiries, please contact:**

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