



# AGRO CHEMICAL AND FOOD COMPANY LIMITED

P.O Box 18-40107, MUHORONI



## RESOLVED CUSTOMER SERVICE DELIVERY CHARTER

Serial No.	Service Offered	Client Requirement	Charges	Timelines
1	Customer care			
	(a) Visitor's reception	Cooperation/ Courtesy	Free	Immediate
	(b) Telephone Calls	Courtesy	Free	Call picked by the 3 <sup>rd</sup> ring
	(c) Routine correspondence	Nil	Free	Replied within seven(7) days from date of receipt
	(c) Technical correspondence	Nil	Free	Acknowledgement done immediately -Replied within Fourteen days(14) from date of the enquiry
	Sales order processing and delivery local spirit sales	KRA statutory documents	As per prevailing KRA rates	5 working days from date of receipt of paid order
	Yeast product sales	Statutory Business registration documents	As per prevailing Gov't rates	Within 5 working days after receipt of order
	Export Sales	Payment of relevant duties in importing country	At prevailing rates	Within 5 working days after confirmation of payment of taxes
	Bottled Spirit sales	NACADA approval/ Licence	NACADA rates	Immediate subject to availability of stocks.
	Carbon Dioxide sales	Statutory business registration	As per prevailing Gov't rates	Within 5 working days

### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported 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](mailto:admin@acfc.co.ke), or  
[Complaints@acfc.co.ke](mailto:Complaints@acfc.co.ke)**

**The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice, 2<sup>nd</sup> Floor,  
West End Towers, Waiyaki Way, Nairobi,  
P.O Box 20414-00200 Nairobi  
Tel: +254 (0)20 2270000/2303000  
Email : [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)**