



NYAYO TEA ZONES DEVELOPMENT CORPORATION

RESOLVED SERVICE DELIVERY CHARTER

Who we are

Nyayo Tea Zones Development Corporation was established in 1986 as a State Corporation to protect and conserve the country's gazetted forests. The Corporation promotes forest conservation by providing buffer zones of tea and assorted tree species to check human encroachment into the forestland.

Our Vision

To be a leader in conservation of forests and protection of the environment.

Our Mission

To effectively protect the gazetted forest cover, achieve high quality tea and fuelwood production and build a profitable Corporation.

Core Values: Integrity, Professionalism, Teamwork, Commitment and Respect for each other.

NTZDC's Customers and Stakeholders

- The Government of Kenya through the Ministry of Agriculture
- Kenya Tea Development Authority (KTDA).
- East Africa Tea Traders Association and Tea Buyers.
- Stakeholders in Forest and Environmental Conservation.
- Suppliers
- Local Communities and the Public.

OUR SERVICE DELIVERY COMMITMENTS

- 1) Establishment of tea and assorted tree buffer belts in our 17 zones across the country.
- 2) Production of quality green leaf at 75% and above.
- 3) Attending to all visitors and telephone inquiries within one minute of their arrival at our offices.
- 4) Response to routine correspondence within seven (7) days from date of receipt.
- 5) Response to technical issues within (14) days from the date of receipt of enquiry.
- 6) Payment of suppliers of goods and services as per contract terms.
- 7) The Corporation shall comply with NEMA, NACADA, NCPWD and other government agencies' requirements in all its operations and projects.
- 8) Conduct open and competitive awards of contracts and tenders.
- 9) Address customer enquiries and complaints in a timely and effectively.

Complaints Handling mechanism

We will acknowledge and resolve genuine complaints within twenty-one (21) days of receipt. To make a complaint:-

- Identify yourself.
- Identify the problem.
- Contact the staff member responsible for resolution of the issue.
- The staff member will determine the exact nature of your complaint and resolve it.
- Contact the staff member's manager if your complaint is not resolved to your satisfaction.
- Alternatively, contact the Complaints Resolution Committee via the email: complaints@teazones.co.ke

Clients' Responsibilities

The Corporation expects its clients/customers to:-

- Treat staff with respect and courtesy
- Observe Corporation's rules and regulations
- Advise us on their needs.
- Tell us the difficulties they may have experienced in the course of their interactions with the Corporation.

Accessibility:

- We will be open for enquiries, from 8 am to 5 pm from Monday to Friday at our HQs and our zonal offices excluding the Public Holidays.
- Our website will be accessible for 24 hours every day.

Contacts:

The Managing Director
Nyayo Tea Zones Development Corporation
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