



## CITIZENS' SERVICE DELIVERY CHARTER

We are committed to providing our consumers with quality, affordable and innovative dairy products and extension services to our dairy farmers and stakeholders along the value chain.

	SERVICE OFFERED	CLIENT REQUIREMENTS	CHARGES	WAITING TIME
1	Customer Care a) Telephone Calls  b) Reception of visitors  c) Industrial Visit	NA  NA  Submit written request	Free  Free  Free	Shall be answered after not more than 4 rings  Attended to within 3 minutes of arrival  Acknowledgment - One working day  Response - 7 working days
2	Feedback: Inquiries/ Requests/ Complaints /resolution of complaints	Verbal or written feedback	Free	Acknowledgment - One working day  Resolution - Within 14 working days
3	Recruitment of Raw Milk Suppliers: Individual, Cooperatives, Self-help groups and Traders	Meet applicable requirements	Free	Upon meeting requirements
4	Raw Milk Procurement	Meet set quality standards	Free	Upon delivery
5	Technical/Advisory on Raw Milk Extension Services	On need basis, Planned or on request	Free	Within 2 weeks of request
6	Recruitment of Wholesalers & Distributors - Finished Goods	Submit written request	Free	Within one month
7	Processing of Local Sales Order	Submit Sales Order	Free	Within 1 day
8	Processing of Export Sales Order	As per importing country's requirements	Free	Within 3 working days
9	Direct Purchase of Milk & Milk Products - (walk-in Customers)	Cash	Free	Immediately
10	Procurement of goods, Works	Submit relevant documents	Free	As per the Government Act and regulations and Services
11	Payment of Creditors	Submit the applicable payment requirements	Free	Within the agreed credit terms
12	Payment of Raw Milk Suppliers	Submit the applicable payment requirements	Free	Within 30 days of the following month
13	Industrial Attachment	Meet the NITA requirements	Free	Within one month
14	Job Applications	Written application	Free	As per the job requirements