

THE TEA BOARD OF KENYA



Tea for better health

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The Tea Board of Kenya

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OUR LEGAL MANDATE

To regulate tea growing, manufacture and trade and to carry out research and promotion of tea

OUR VISION

To make Kenya tea the preferred tea in the world.

OUR MISSION

To promote the efficient production and marketing of high quality tea to the domestic and international market

OUR CORE VALUES

In dealing with our stakeholders, we at the Tea Board of Kenya exercise integrity, innovation, focus and prudence in service delivery.

Our Core Functions

The Tea Board of Kenya was established on 13th June 1950 under the Tea Act(Cap 343). Under the Tea (Amendment) Act of 1999, the Board is mandated to:

- License tea manufacturing factories.
- Carry out of research on tea.
- Register growers, buyers, brokers, packers, management agents and any other person dealing in tea.
- Promote Kenya tea in both the local and the international markets.
- Collect and disseminate information relating to tea.

To discharge its mandate, the Board works closely with the Government through the Ministry of Agriculture and all organizations which serve the tea industry.

The Service Charter

Purpose of the Service charter

The purpose of this Service Charter is to enhance levels of awareness on our core activities and values, the service delivery standards we have set and to which we commit ourselves, and to inform our clients, stakeholders and the public about the services they can expect when dealing with our staff and avenues for remedy where services fall short of standards.

The Charter expresses our commitment to the pursuit of client satisfaction and excellence in our operations.

Our customers and stakeholders

Our primary stakeholders include;

- Tea producers/growers.
- Members of the tea trade.
- Tea consumers.

- Tea Councils, Associations and trade associations.
- Government ministries.
- Agricultural State corporations and other statutory Boards.
- Research institutions.
- Policy makers.
- Civil society and Trade Unions.
- Opinion leaders.
- Suppliers of goods and services to the industry.
- Development partners.
- Local and international agriculture and business media.
- The general public.

Internal customers

- Board of Directors
- Management and Staff members

Our commitment to service delivery

We commit ourselves through this Charter to the following principles:

(a) Service standards

- To set clear, relevant, meaningful, challenging and realistic service standards that will focus on the expectations of all our customers and stakeholders.
- Utilize resources prudently to attain best value.

(b) Information

- Provide our customers and stakeholders with timely, accurate, reliable and complete information using efficient and effective information strategies and techniques.
- Provide our customers with timely and adequate information about our services in a transparent and open manner.

- Respond promptly to all written and verbal enquiries and provide our customers and stakeholders with an easy, clear and effective way to seek redress.

(c) Compliance

- Comply with relevant statutory and administrative requirements while using policies and procedures that are responsive to customers and stakeholders needs and ensure ease of access, equity and confidentiality.

(d) Courtesy

- Exercise fairness, courtesy and respect in all our dealings with customers and stakeholders, taking into account their different needs.
- Place the common good of the Board, the customers, tea industry stakeholders and the entire public above self interest.
- Discharge our duties with genuine passion and commitment and give priority to those that we serve in order to build and maintain confidence in the services we provide.
- Cultivate dynamism and innovative practices through continuous improvement of systems.
- Uphold and safeguard the constitutional independence of the Board in the discharge of its mandate.

(e) Corrective action

- Always taking corrective action on errors and deficiencies that may occur.
- Avoid excuses as they are tools of inefficiency.
- Regularly seek the views of our customers and stakeholders on what works well and what needs to be improved.

External Customers' Expectations

Our clients expect efficient and effective provision of services. Specifically we are expected to;

- Exercise our obligation as stipulated under the various Acts and regulations including the Tea Act to promote the best interest of the tea industry.
- Advise the government in respect of provision of favourable policy and regulatory environment that will guarantee fair returns for the industry.
- Provide timely authentication of export returns and ensure confidentiality of returns.
- Disseminate timely and accurate tea information for decision making purposes.
- Facilitate exploration and expansion into new markets
- Advocate for favorable bilateral & multi-lateral trade arrangement and fairtrade practices in the local and the international market.
- Embrace participatory decision making processes, good governance principles, transparency and accountability.

Internal customers' Expectations

- Provision of conducive work environment to enable employees realise their full potential.
- Skills enhancement through training.
- Provision of employee welfare services.
- Fair reward system.
- Transparent performance appraisal system, and promotions process, based on merit.
- Fair and just disciplinary procedures.

External Customers' obligations

To enable us provide high quality services, our customers and stakeholders are obliged to;

- Adhering to all provisions of The Tea Act CAP (343) and the Tea(Amendment) Act of 1999:
 - Remitting your cess on time.
 - Treating our staff with respect and courtesy.
 - Filing your monthly returns on time.
- Responding to requests for information in a timely manner.
- Observe Tea Board of Kenya Rules and Regulations.
- Providing sufficient, timely and accurate information to enable us understand your requests and be able to respond appropriately.
- Attend meetings and appointments and participate as scheduled.
- Adhering to the principles of good corporate governance.
- Provide feedback and comments on the services we provide.

Internal customers' obligations

- To individually and collectively perform to their utmost best to achieve the Boards performance targets.
- Adhere to all relevant Acts, government regulations and Board's Rules and Regulations.
- Timely response to enquiries through telephone calls, visits, e-mails and letters.
- Treat other people with respect and courtesy.
- Embrace, professionalism, honesty and integrity in all undertakings.
- Observe confidentiality on the organizations classified information.

Handling of Complaints

Where any party feels aggrieved, we at Tea Board of Kenya will always be at your service to attend to your grievances because it is your right to be served and attended to efficiently at the Tea Board of Kenya.

Feedback

Customers both internal and external are encouraged to make genuine complaints, suggestions and complements to the Managing Director through, letters, telephone, fax, email or in person.

To help us serve you better, the Board has provided suggestion boxes at various public points in our premises and customer satisfaction questionnaires at the reception where you may lodge your feedback.

We encourage complainants to identify themselves given the practical difficulties of handling anonymous grievances although this is not compulsory.

However we guarantee confidentiality and privacy in respect of complainants identity and substance of complaint to safeguard the rights of our customers.

Response to complaints

We will acknowledge receipt and handle genuine complaints within TEN (10) days.

Amendments of the Charter

In light of changing circumstances, we will in consultations with our clients and stakeholders subject this Service Charter to constant amendments with a view to improving our services.

All enquiries should be addressed to;

The Managing Director,
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Tel: 3872421/97, 3874445/6,
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