



SONYSUGAR
Simply The Sweetest

SOUTH NYANZA SUGAR COMPANY LIMITED

MKATABA WA HUDUMA KWA MTEJA

Mkataba huu wa Huduma Kwa Wateja wa Kampuni ya Sukari ya South Nyanza {SonySugar} umeandaliwa kwa lengo la kuthibitisha kujitolea kwa kampuni kuhudumia wateja wake kwa njia wazi, yenye heshima na kwa haraka iwezekanavyo. Mkataba huu pia hutoa maelezo ya wazi haswa wakati bidhaa au huduma zinapokosa kuafikiana na viwango vinavyotarajiwa.

NAMBA	HUDUMA INAYOTOLEWA	MAHITAJI ILI KUHUDUMIWA	GHARAMA	MUDA
1	Jibu kwa maswali ya maneno	Uwepo kwa binafsi / simu	Hakuna malipo	Haraka
2.	Jibu kwa maswali yaliyoandikwa	Barua	Hakuna malipo	Siku 7 za kazi
		Barua pepe	Hakuna malipo	Siku moja
3.	Jibu kwa maswali kwenye tovuti/ mtandao wa kijamii	Kutuma maswali kwenye tovuti ya kampuni na mitandao ya kijamii	Hakuna malipo	Siku moja
4.	Majibu kwa malalamishi ya wateja	Kusajili malalamishi na kampuni	Hakuna malipo	Siku 30
5.	Umiliki wa Ardhi	Thibitisho ya umiliki: Mkataba wa hati / stakabathi za kukopesha, au thibitisho ya uchunguzi kutoka kwa ofisi za Ardhi. Barua rasmi ya kuuliza kandarasi. Nakala ya kitambulisho cha taifa.	Hakuna malipo	Siku 3
6.	Kutayarisha kitabu cha kandarasi na makubaliano	Hakikisho Kwa: Mkataba wa hati / stakabadhi za uombaji au thibitisho ya uchunguzi kutoka kwa Ofisi za Ardhi. Barua rasmi ya kuomba kandarasi Nakala ya kitambulisho cha taifa	Hakuna malipo	Siku moja
7.	Kulima	Kandarasi iliyotiwa sahihi	Viwango vya kampuni zilizoidhinishwa	Mwezi moja
8.	Ugavi wa mbegu za miwa	Ombi la ugavi Kandarasi iliyotiwa sahihi	Viwango vya kampuni zilizoidhinishwa	Kabla ya siku saba ya kulima
9.	Kutayarisha na kupeana kandarasi za muda	Kitambulisho asili ya taifa Nakala tatu za kitambulisho Nakala ya cheti cha ukomboaji/hati miliki Tarehe ya upanzi wa miwa Ukaguzi na kampuni ya SonySugar.	Hakuna malipo	Siku (7) saba
10.	Kuvunwa kwa shamba hadi tamati	Ubainishaji wa mpaka na mkulima	Viwango vya kampuni vilivyoidhinishwa	Kabla ya wiki moja
11.	Usafirishaji wa miwa iliyovunwa	Cheti cha kubainisha tita la miwa	Viwango vya kampuni vilivyoidhinishwa	Kabla ya masaa 48
12.	Malipo ya wakulima	Nakala ya kadi ya kitambulisho Nakala ya akaunti ya benki ya mkulima	Hakuna malipo	Kabla ya siku (30) thelathini kulingana na sheria ya sukari baada ya kusaini JCC- Cheti cha kukamilisha kazi
13.	Malipo ya wauzaji	Ankara (invoice) Rekodi ya bidhaa Taarifa ya akaunti	Hakuna malipo	Kabla ya siku 30 ya kupokea ankara au kulingana na mkataba
14.	Usajili na tathmini ya wateja wa sukari	Cheti cha usajili wa biashara Leseni ya sasa ya kuhudumu Cheti cha ushuru wa kuridhia cha huduma Namba ya siri ya biashara Nakala ya kadi ya kitambulisho ya kitaifa Hali ya sasa ya kifedha (barua ya kumbukumbu ya benki) Bohari kuhifadhi sukari	Hakuna malipo	Siku (30) thelathini

TUNA NIA YA KUKUBALIANA NA UBORA KATIKA UTOAJI WA HUDUMA

Ikiwa hujaridhishwa na viwango vya utoaji huduma vilivyokadiriwa katika mkataba huu, tafadhali tufahamishe au wasilisha malalamishi yako kwa

Mkurugenzi Mkuu;
Kampuni ya Sukari ya Sony Sugar
S.L.P 107-40405 Sare-Awendo
Simu: 0208029200-3
Tovuti: www.sonysugar.co.ke
Twitter: @sonysugar_
Barua pepe: administration@sonysugar.co.ke

Ofisa Mkuu Mtendaji
Tume ya Haki ya Utawala
S.L.P 20414-00200 Nairobi
West End Towers, Waiyaki Way
Simu: 240337/224029/0722970604
Barua pepe: certificationpc@ombudsman.go.ke



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SOUTH NYANZA SUGAR COMPANY LIMITED

SERVICE DELIVERY CHARTER

South Nyanza Sugar Company Limited {SonySugar} service delivery charter has been designed specifically to affirm the Company's commitment to offer service to customers in a fair, courteous and prompt manner. The charter provides clear information on what the customer can expect from the Company, partially in the event of product and service non-conformities

No.	SERVICES RENDERED	CLIENT REQUIREMENTS	CHARGES {KSHS}	TIMELINE
1	Response to verbal inquiries/ complainants	Personal Presence/phone	Free	Immediately
2.	Response to written inquiries	Letter	Free	7 Working days
		Email / Fax	Free	1 Day
3.	Response to inquiries on website / social media	Posting queries on company website and social media	Free	1 Day
4.	Response to customer complaints	Filing of complaint with the Company	Free	30 Days (Maximum)
5.	Land acquisition	Proof of ownership (Title deed / lease agreement or formal search from lands official) Application letter for contract Copy of identity card	Free	3 Days
6.	Raising contract and agreement book	Verification of: Proof of ownership (Title deed / lease agreement or formal search from lands office) Application letter for contract Copy of identity card	Free	1 Day
7.	Ploughing	Signed contract	Approved company rates	1 Month
8.	Seed cane supply	Supply order. Signed contract	Approved company rates	Within 7 days of furrowing
9.	Issuance and processing of Temporary Contract (TC)	Original ID 3 copies of National ID card Copy of Lease agreement / Title deed Date when cane was planted Inspection by Sony Sugar	Free	7 days
10.	Harvesting of plot to completion	Boundary Identification by the farmer	Approved Company rates	Within 1 week
11.	Transportation of harvested cane	Stack Identification by the farmer	Approved company rates	Within 48 hours
12.	Payment of Farmers	Copy of ID Farmers Bank details	Free	Within 30 days (as per Sugar Act) after signing JCC
13.	Payment of Suppliers	Invoice Delivery note Statement of Account	Free	Within 30 days from receipt of Invoice as per the contract
14.	Sugar customer recruitment and appraisal	Business Registration certificate Current trading licence VAT Certificate PIN Number Copy of National ID card Current financial status (bank reference letter) Storage facilities	Free	30 Days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or an officer who does not live upto the commitment to courtesy and excellence in service delivery should be reported to:

Managing Director;
South Nyanza Sugar Company Limited
P. O. Box 107-40405 Sare-Awendo
Tel: 0208029200-3
Website: www.sonysugar.or.ke
Twitter: @sonysugar_
Email: administration@sonysugar.co.ke

The Chief Executive Officer
Commission on Administrative Justice
P. O. Box 20414-00200 Nairobi
West End Towers, Waiyaki Way
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