



SONYSUGAR
Simply The Sweetest

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
Tel: 240337/224029/0722970604
Email: certificationpc@ombudsman.go.ke