

Tana & Athi Rivers
Development
Authority

CUSTOMER SERVICE POLICY,

FINANCIAL YEAR 2020/2021

PREFACE.

This policy consists of two parts:

Part 1 – Commitment to Customers

It advises customers what to expect when contacting TARDA and the standard of customer service they can expect to receive.

Part 2 – Guidance for our staff members

That is designed for the employees and describes how they can contribute to delivering consistently excellent customer service across all our offices, both at the headquarter and at the regional offices.

Policy Statement.

This policy recognizes development in technology and the opportunities for customers to contact TARDA and access services digitally (Facebook, twitter, website, e-mail) especially during these times of the Corona pandemic.

While this policy is concerned with service delivery, TARDA has a specific policy (**complaints policy**) for dealing with compliments, concerns and complaints which is available via the website www.tarda.co.ke or from the public relations office.

The Complaints Policy guides customers through the processes of passing on a compliment about a service, expressing a concern or suggestion about a service or product as well as the process to follow to make a formal complaint.

What to expect,

Customers who contact our offices will be:

- Treated courteously by our members of staff.
- Served in a professional and timely manner.
- Served by staff members who are well informed and thus more helpful.
- Served fairly regardless of their age, gender or race.
- Have their contact details recorded accurately.
- Have their enquiries resolved at first contact where possible.
- Responded to in English or Kiswahili to match the original communication.
- Have the lines of communication open for them and keep them informed.
- Customers with sensory impairments will be assisted through their chosen medium, such as Braille or Sign Language.
- Customers with a learning disability will be provided with clear and simple communication.

TARDA believes that all customers have the right to be heard, understood and respected. However, the Authority also believes that employees have the same rights.



What is expected of the customers?

- Customers are expected to be polite and courteous in all dealings with the Authority staff.
- Aggressive or abusive behavior, unreasonable demands or unreasonable persistence; this includes any threat, abuse or harassment towards employees on social media (e.g. Facebook, Twitter) or any threat of physical violence will be reported to the police.

TARDA encourages customers to contact them through digital channels such as the website and email address (info@tarda.co.ke). These channels make contact with the authority simple and efficient.

TARDA however recognizes that digital access does not suit everyone so customers can make use of other available channels.

Available channels:

• Telephone –

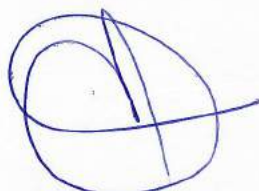
- Calls will be answered within 3 rings.
- Callers will be addressed either in English or Kiswahili. Alternative system (e.g. language translation services) will be provided if customers have additional requirements.
- Where a customer has a hearing impairment, an alternative system e.g. SMS text, will be offered.
- Where possible, customers' enquiries will be resolved immediately.
- When taking a call for a colleague, an effective message taking system will be used in order to ensure the customer is called back and given the necessary assistance.

• Face to Face -

- Customers will be served within 10 minutes of their arrival.
- Arrangements will be made for customers who have specific requirements such interpretation service, use of Sign Language.
- Customers will be informed of the length of time they are likely to wait to see the person they need.
- Offer an appointment where this may be more appropriate, responsive or efficient.
- When discussing personal information, arrangement will be made to do so in a confidential environment.

• Letter-

- These will be addressed within fourteen working days from the date when they are received.
- Respond to the correspondence in the language of the original communication.
- Meet the needs of customers with visual impairment, through the use of Braille or large print.
- Ensure the presentation of all written correspondence is easy to understand, professional and accurate.



- Include a contact name and telephone number, together with any other information needed (e.g. reference number) to assist the customer.

Visibility: Formats for feedback.

- Feedback will be administered in accordance with relevant legislation, public sector policies and standards.
- All feedback is treated seriously and in the strictest confidence.
- Feedback from customers is welcomed and encouraged.

Customers may provide feedback to the Organization via a variety of methods including electronic form available on the organization's website, hard copy customer feedback form, letter, telephone, fax, email and in person. Letters should be addressed to:

Tana and Athi Rivers Development Authority
Queensway House, 7th Floor, Kaunda Street
P.O. Box 47309-00100 GPO
Nairobi, Kenya.
Tel: 254-020-3341782/4/7/8.
Fax: 254-020-2248254
Email: info@tarda.co.ke

Dissatisfied customers

- Where a customer is dissatisfied with the services received from the Organization, they are entitled to discuss this further with the Complaints officer
- Where a customer has spoken with the Complaints Officer and remains dissatisfied with the response received from the Organization, the customer should report to the

COMMISSION ON ADMINISTRATIVE JUSTICE
2ND FLOOR, WEST END TOWERS.
P.O.Box 20414-00200
NAIROBI.
Tel. 254-20 -2270,000
-2303000
-2603765



POLICY REVIEW.

This policy shall be reviewed from time to time as the Authority may deem appropriate.

Date: 30/7/2021

Signature:  A handwritten signature in blue ink, appearing to be 'Chugh', written over a circular stamp or mark.

Managing Director