





**TANA AND ATHI RIVERS
DEVELOPMENT AUTHORITY (TARDA)**



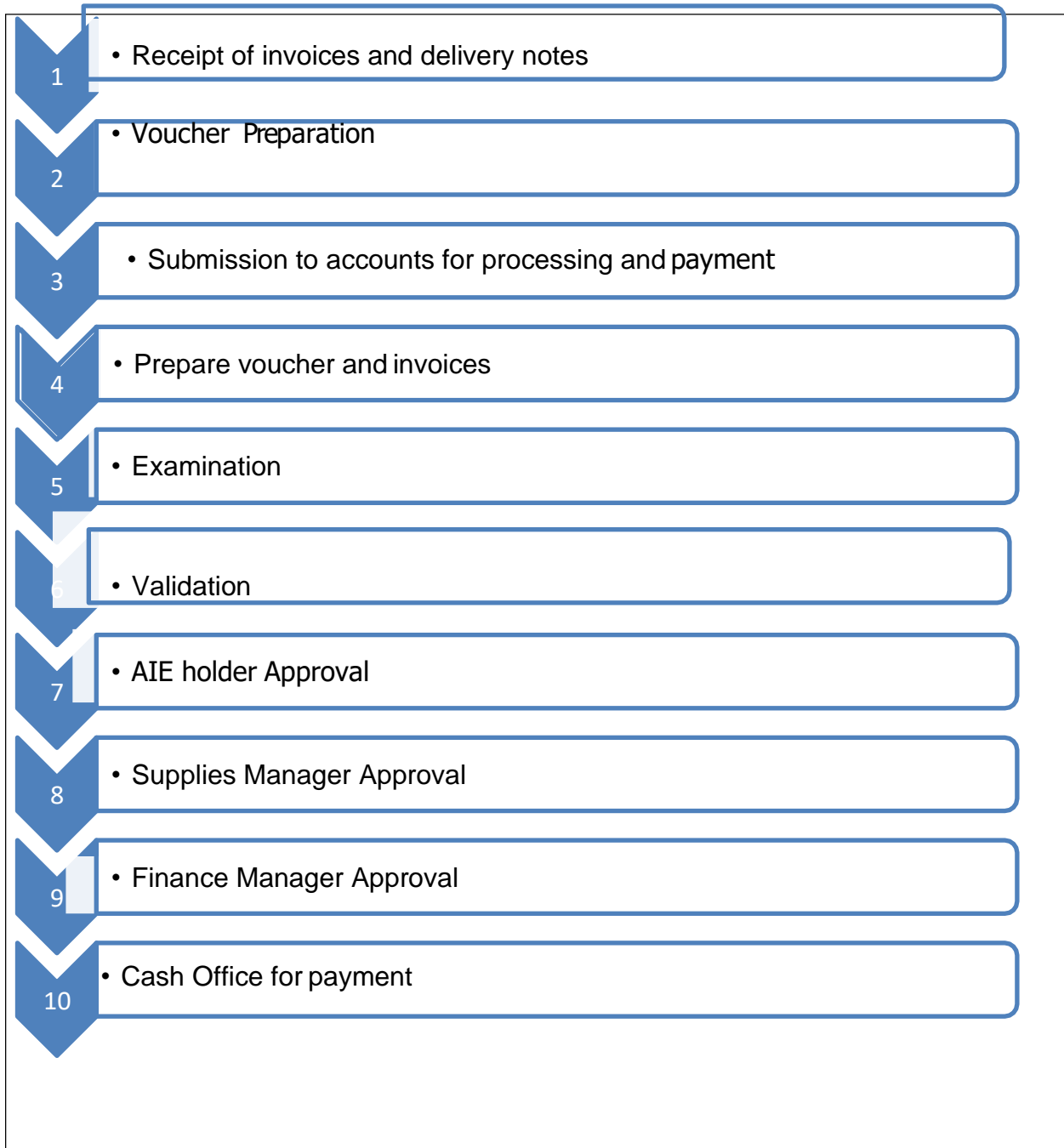
			
Institution/Organization Name:		Tana And Athi Rivers Development Authority (TARDA)	
Affiliations; Ministry / Department/ County/Parent Company:		Ministry of East African Community and Regional Development	
Economic Sector Alignment:		General Economic and Commercial Affairs	
Big 4 Alignment:		Enabler	
Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
		CUSTOMER CARE	
Service Name		PAYMENT OF GOODS AND SERVICES	
Brief Description Document Purpose/service		Disbursement and payment to suppliers of goods and services.	
Document Control:		Procurement records	
Process Owner: Name and Position		Wycliff Sava Manager Supply chain Management	
Process Writer (s); Name and Position		Mr. Kipng'etich Ng'eno Principal supply chain Officer	
Process Reviewer (s) Name and Position		Mr. Emilio Mugo Head of Authority	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Receipt of invoices and delivery notes	7 days	Manager Supply Chain Management
2.	Voucher preparation	2 days	Manager Supply Chain Management
3.	Submission to accounts for processing and payment	5 days	Manager Finance
4.	Prepare voucher and invoices	2 days	Head of Accounts
5.	Examination	1 day	Internal Auditor
6.	Validation	1 day	Head of Accounts
7.	AIE holder approval	1 day	AIE Holder

8.	Supplies Manager Approval	1 day	Head of Supplies
9.	Finance Manger Approval	1 day	Head of Accounts
10.	Cash Office Payment	1 day	Head of Accounts



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.	The system displays message that the ID customer provided is not correct.	Immediate	Supply Chain Management
	2.	The User Account remains inactive	Immediate	Supply Chain Management

Process Maps/Visuals





Process Documentation Guide

 REPUBLIC OF KENYA		 TARDA	
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Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
Service Name		<u>CUSTOMERS INQUIRIES</u>	
Brief Description Document Purpose/service		To ensure standardized, quality and timely response to client requests at all TARDA's Service Delivery points	
Document Control:		1.Customer Service Book 2.Telephone call logs	
Process Owner: Name and Position		Ms. Peninah Mumbi Receptionist	
Process Writer (s); Name and Position		1. Ms. Florence Muthiani 2. Ms. Peninah Mumbi Receptionists	
Process Reviewer (s) Name and Position		1. Mr. B.K. Kamau Administration Manager	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Call rings/ client walks in	0.5 Minute	Receptionists
2.	Introductory citations and getting clients contact details	1 minute	Receptionists
3.	Listening and taking note of client issue (s)	As per need	Receptionists
4.	Serve client/ refer client to relevant service point	As per need	Receptionists
5.	Confirm clients' satisfaction	0.5 minute	Receptionists
6.	Walk in client fills feedback form and exits	2 minutes	Receptionists

EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Verbal response to enquiry	1.	Misdirected calls	Immediate	Receptionists
	2.	Uncooperative clients	Immediate	Administration Manager
Process Maps/Visuals				
<pre> graph LR A[Call rings/ Client walks in] --> B[Introductory citations and getting clients contact details] B --> C[Listening and taking note of client/ refer client issue(s)] C --> D[Serve client/ refer client to relevant service point] D --> E[Confirm client satisfaction] E --> F[Walk in client fills feedback] </pre>				

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Big 4 Alignment:		Enabler	
Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
Service Name		COMPLAINTS	
Brief Description Document Purpose/service		To ensure client satisfaction by addressing all complaints raised.	
Document Control:		Complaints register	
Process Owner: Name and Position		1. Ms. Loise Muthoni Complaints Officer	
Process Writer (s); Name and Position		1. Ms. Loise Muthoni Complaints Officer	
Process Reviewer (s) Name and Position		Managing Director Mr. Emillio Mugo	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Incoming letters, emails, phone calls or personal visits on complaints are formally received.	Immediate	Receptionist
2.	Communication recorded in the complaints register book and cascaded to Managing Director	1 day	Receptionist
3.	Communication cascaded to Head of Department/ Complaints Officer	1/4 day	Secretary
4.	Complaint assessed whether it is to be resolved at the front line or taken through an investigation.	1 day	Head of Corporate communications
5.	Head of Department cascades Communication to concerned officer	1/4 day	Head of Corporate Communications
6.	Action officer:- 1. Resolves the complaint or 2. Complaint forwarded to the Complaints Committee for investigation.	1 day	Designated action Officer
7.	Response is escalated for sign off after investigations and receipt of supporting evidence.	1 day	Head of corporate Communications

8.	Written response to sign off	1 day	Managing Director
9.	Hard copy dispatched through approved channel.	1/4 day	Head of registry

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.	Misdirected letters	Immediate	Library

Process Maps/Visuals

Incoming letters, emails, phone calls or personal visits on complaints are formally received.

Communication recorded in the complaints register book and cascaded to Managing Director

Communication cascaded to Head of Department/ Complaints Officer

Complaint assessed whether it is to be resolved at the front line or taken through an investigation.

Head of Department cascades Communication to designated action officer for action

Action officer:-


- Resolves the complaint
- Complaint forwarded to the Complaints Committee for investigation.

Response is escalated for sign off after investigations and receipt of supporting evidence.

Written response to sign off

Hard copy dispatched through approved channel.



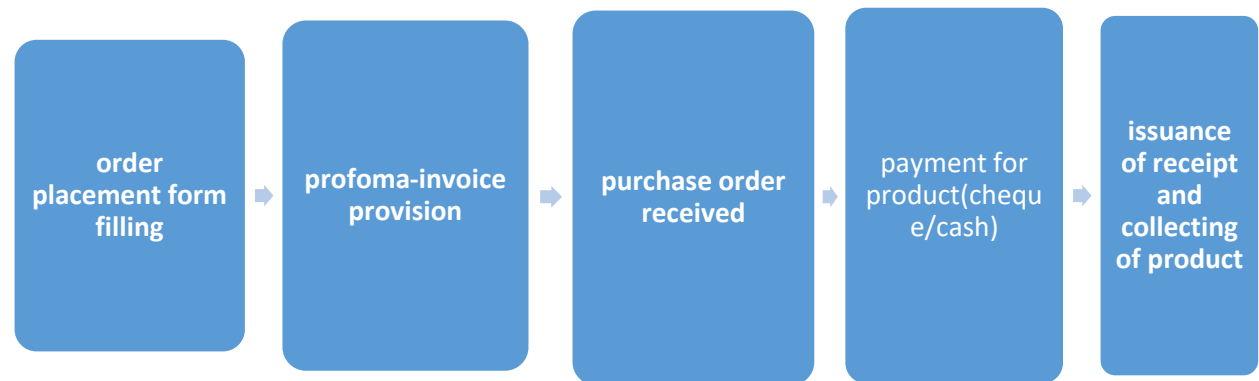
			
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Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
		LIVESTOCK DEVELOPMENT	
Service Name		SALE OF QUALITY BREEDS.	
Brief Description Document Purpose/service		To ensure farmers attain increased production and promote disease resistance.	
Document Control:		Livestock Movement Record.	
Process Owner: Name and Position		1. Parmenus Mukeku. Director,Business Development.	
Process Writer (s); Name and Position		1. Erasmus Bundi. Business Development Officer.	
Process Reviewer (s) Name and Position		1. Mr. Emilio Mugo Managing Director	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Provide an order placement form for the client to fill.	Immediate	Business Development Officer.
2.	Provision of the pro-forma invoice	Immediate	Business Development Officer
3.	Receiving the clients purchase order	7 days	Business Development Officer.
4.	Payment of the product by the client through cheque or cash.	4 days	Accountant



5.	Issuance of a receipt	immediate	Business Development Authority
6.	Client collects the product	2 days	Farm Manager

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1	The User bank Account has no funds (Cheque cases).	Immediate	Director, Business Development.

Process Maps/Visuals



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Big 4 Alignment:		Enabler	
Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
Service Name		BEE-KEEPING TRAINING.	
Brief Description Document Purpose/service		To ensure farmers are well informed of the best bee-keeping practices and to uplift the community in the areas where the Authority operates.	
Document Control:		Farmers attendance register.	
Process Owner: Name and Position		1. Ronald Mackenzie Project Manager.	
Process Writer (s); Name and Position		1. Erasmus Bundi Business Development Officer.	
Process Reviewer (s) Name and Position		1. Getrude Ngaruiya. Manager Business Development.	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Registration of the groups to be trained.	Before the training.	Project Manager
3.	Filling of the memorandum of understanding (M.O.U) by the farmers.	As per need.	Project Manager.
4.	Setting of the training dates.	As per need.	Business Development Manager.
5.	Training done.	On set date	Business Development Manager.
6.	Issuance of certificates to the farmers.	Immediately after training.	Project Manager.



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.	Un-cooperative groups of farmers.	Immediate	Project Manager.

Process Maps/Visuals

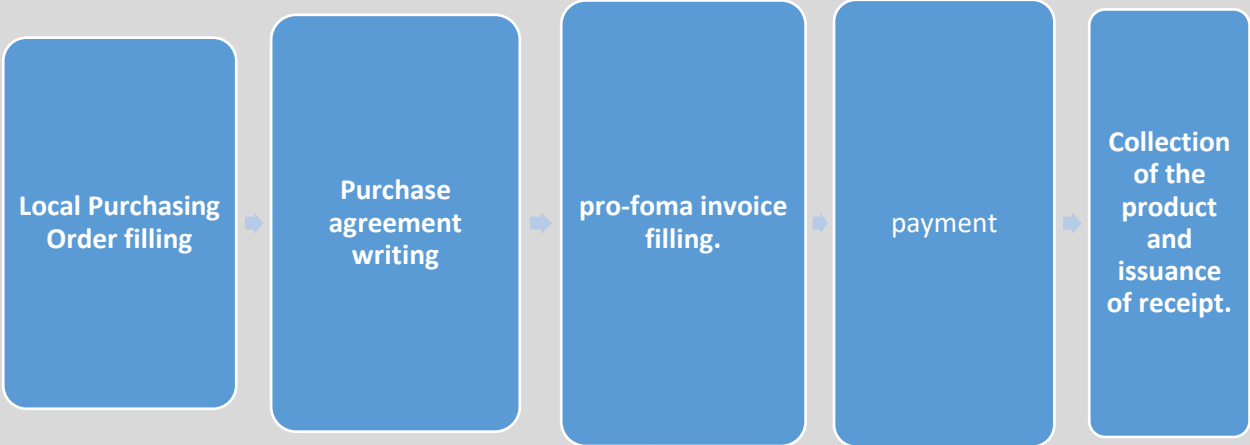






			
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Big 4 Alignment:		Enabler	
Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
Service Name		<u>VARIOUS PRODUCTS.</u>	
Brief Description Document Purpose/service		To provide quality products to the Authority clients.	
Document Control:		Delivery Book	
Process Owner: Name and Position		1. Parmenus Mukeku Director, Business Development	
Process Writer (s); Name and Position		1. Erasmus Bundi Business Development Officer.	
Process Reviewer (s) Name and Position		1. Parmenus Mukeku Director, Business Development.	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Client fills a local purchasing order (LPO).	At will	Business Development Officer
2.	The writing of a purchase agreement	At will	Business Development Officer.
2.	Provision of the pricelist and catalogue.	1 day	Business Development Authority
3.	Provision of the pro-forma invoice	1 day	Business Development Authority
4.	Payment for the product done through bankers' cheque or cash.	4 days	Accountant

5.	Collection of the product	7 days	Business Development Officer
6.	Issuance of a cash sale receipt	Immediate.	Business Development officer

Process Maps/Visuals



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Big 4 Alignment:		Enabler	
Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
		ECO-TOURISM	
Service Name		MASINGA DAM RESORT	
Brief Description Document Purpose/service		To provide scenic and relaxing views surrounding Masinga Dam	
Document Control:		Visitors Book	
Process Owner: Name and Position		1. Mr. Charles Karissa Manager, MDR	
Process Writer (s); Name and Position		1. Ms. Elizabeth Waihura Administrator	
Process Reviewer (s) Name and Position		1. Mr. Emilio Mugo Head of Authority	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Calls/Emails	Immediate	Receptionist
2.	Walk in Customers	Immediate	Receptionist
3.	Restaurant/Bar	Immediate	Waiter
4.	Room check in	Immediate	Receptionist/ Housekeeper
5.	Swimming pool	Immediate	Pool attendant
6.	Boat riding	30 Minutes	Coxswain
EXCEPTIONS TO THE NORMAL FLOWS			


Title	No.	Description	Time	Actor
	1.	Wrong food Order	Immediate	Waiter

Process Maps/Visuals

Incoming emails, phone calls are handled immediately by the Receptionist.



walk in visitors are received by the receptionist



Restaurant and Bar Customer Check in
Customers are received and guided by the Receptionist and House Keepers are served by the Waiter



Check in Customers are received and guided by the Receptionist and House Keeper

Process Maps/Visuals

Customers going for swimming are served by the pool attendant

Boat Riding are handled by the coxswain



Institution/Organization Name:

Tana And Athi Rivers Development Authority (TARDA)

Affiliations; Ministry / Department/ County/Parent Company:

Ministry of East African Community and Regional Development

Economic Sector Alignment:

General Economic and Commercial Affairs Ministry of East African Community and Regional Development

Big 4 Alignment:

Enabler

Accounting Officer:

MR. Emillio Mugo

Period: FY

2021/2022

Process Documentation				
Service Name		TANA DELTA IRRIGATION PROJECT GUEST HOUSE		
Brief Description Document Purpose/service		To offer alternative accomodations for visitors		
Document Control:		Visitors Book		
Process Owner: Name and Position		1. Mr.Charles Mwabusa Manager, TDIP Guest house		
Process Writer (s); Name and Position		1. Mr. Charles Mwabusa Manager, TDIP Guest house		
Process Reviewer (s) Name and Position		1. Mr. Emilio Mugo Head of Authority		
STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Calls/Emails	Immediate	Receptionist	
2.	Walk in Customers	Immediate	Receptionist	
3.	Restaurant/Bar	Immediate	Service Crew	
4.	Room check in	Immediate	Receptionist/ Housekeeper	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
	1.	Wrong food Order	Immediate	Waiter

Process Maps/Visuals



Incoming emails, phone calls are handled immediately by the Receptionist.

walk in visitors are received by the receptionist

Restaurant and Bar Customers are served by the waiter

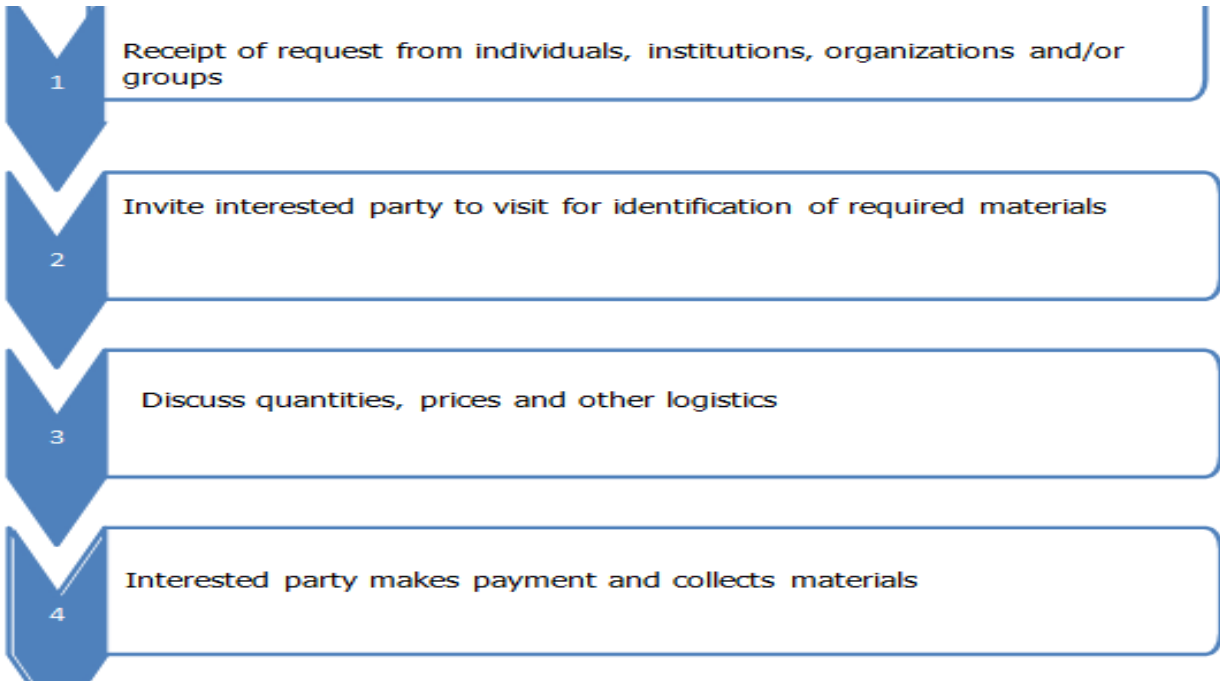
Check in Customers are received and guided by the Receptionist and House Keeper

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Economic Sector Alignment:	General Economic and Commercial

	Affairs			
Big 4 Alignment:	Enabler			
Accounting Officer:	Mr. Emilio Mugo			
Period: FY	2021/2022			
Process Documentation				
	AGRICULTURE			
Service Name	PROVISION OF QUALITY PROPAGATION MATERIALS			
Brief Description Document Purpose/service	Provision of scions/budding materials for propagation			
Document Control:	Conservation records file			
Process Owner: Name and Position	1.Mr. Samuel Gitonga Director, Natural Resources Conservation			
Process Writer (s); Name and Position	1.Mr. Leonard Muchiri Ag. Manager, Natural Resources Conservation			
Process Reviewer (s) Name and Position	1.Mr. Emilio Mugo Head of Authority			
STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Receipt of request from individuals, institutions, organizations and/or groups	2 days	Project Manager/Officer in Charge (OiC)	
2.	Invite interested party to visit for identification of required materials	2 days	Project Manager/OiC	
3.	Discuss quantities, prices and other logistics	1 day	Project Manager/OiC	
4.	Interested party makes payment and collects materials	1 day	Project Accountant	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
	1.	Interested groups fail to arrive	1 week	Director, Natural Resources Conservation

Process Maps/Visuals



Process Documentation Guide

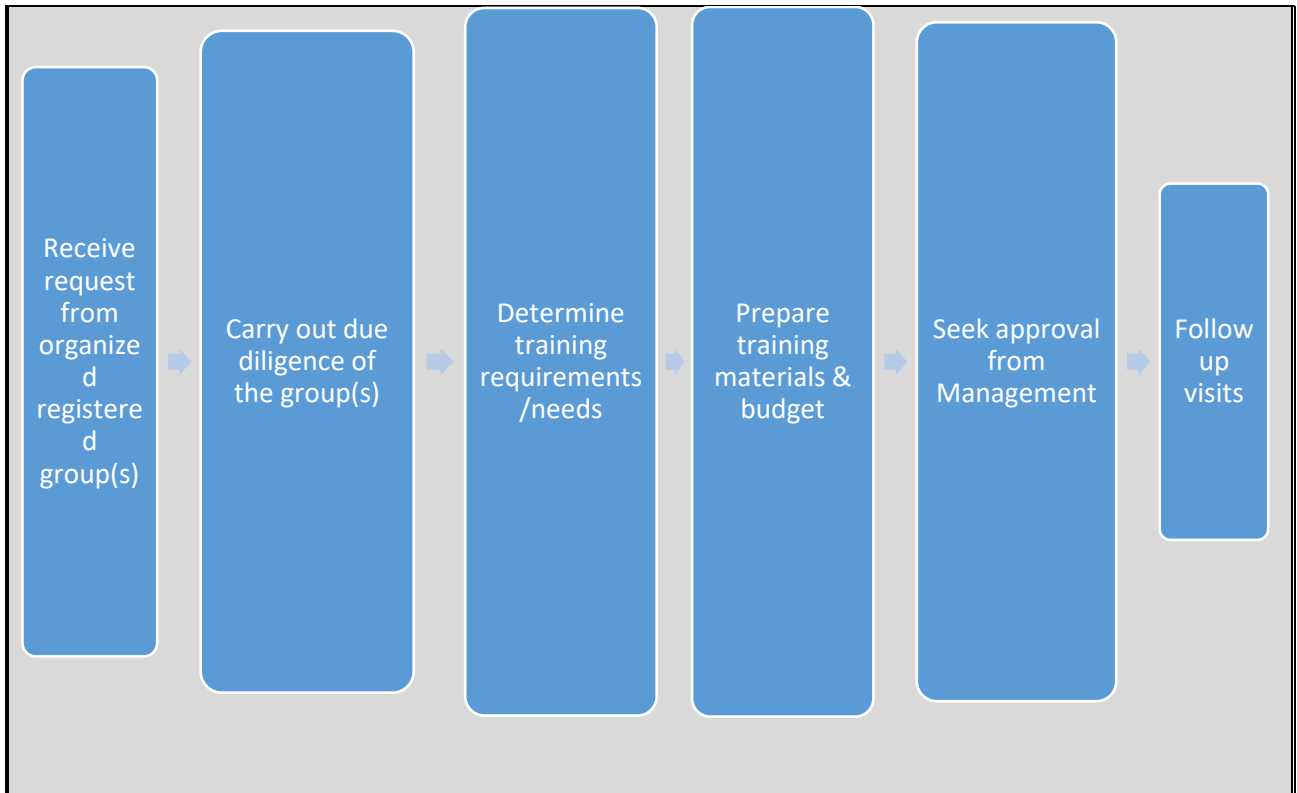
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Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
AGRICULTURE			
Service Name		<u>TRAINING ON HORTICULTURAL FARMING</u>	
Brief Description Document Purpose/service		To ensure Quality horticultural farming is undertaken by farmers in TARDA's area of jurisdiction	
Document Control:		Conservation records file	
Process Owner: Name and Position		1.Mr. Samuel Gitonga Director, Natural Resources Conservation	
Process Writer (s); Name and Position		1. Mr. Leonard Muchiri Ag. Manager, Natural Resources Conservation	
Process Reviewer (s) Name and Position		1.Mr. Emillio Mugo Head of Authority	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Receive request from organized registered group(s)	1 day	Ag. Manager, Natural Resources Conservation
2.	Carry out due diligence of the group(s)	2 days	Ag. Manager, Natural Resources Conservation

3.	Determine training requirements/needs	1 day	Ag. Manager, Natural Resources Conservation
4.	Prepare training materials & budget	2 days	Ag. Manager, Natural Resources Conservation
5.	Seek approval from Management	2 days	Ag. Manager, Natural Resources Conservation
6.	Conduct training	1 day	Ag. Manager, Natural Resources Conservation
7	Follow up visits	Quarterly	Ag. Manager, Natural Resources Conservation



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.	Lack of registration of the groups	1 week	Director, Natural Resources Conservation
	2.	Delay of approval by management	1 week	Director, Natural Resources Conservation

Process Maps/Visuals





				
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Big 4 Alignment:		Enabler		
Accounting Officer:		MR. Emillio Mugo		
Period: FY		2021/2022		
Process Documentation				
AGRICULTURE				
Service Name		<u>SEEDLINGS PRODUCTION</u>		
Brief Description Document Purpose/service		Production of quality tree seedlings for planting to conserve the environment.		
Document Control:		Conservation records file		
Process Owner: Name and Position		1. Mr. Samuel Gitonga Director, Natural Resources Conservation		
Process Writer (s); Name and Position		Officers in Charge of TARDA tree Nurseries		
Process Reviewer (s) Name and Position		1. Mr. Emillio Mugo Head of Authority		
STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Purchase of certified seeds, potting papers and inputs.	3 days	Officer in Charge (OiC) Nurseries	
2.	Seed sowing	1 day	OiC Nurseries	
3.	Tube filling	3 Days	OiC Nurseries	
4.	Pricking out	3 Days	OiC Nurseries	
5.	Watering, spraying and management	As per need	OiC Nurseries	
6.	Clients visit nurseries to purchase seedlings	At will	OiC Nurseries	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor

	1.	Lack of funds	1 month	Director, Natural Resources Conservation
	2.	Lack of seedlings	1 month	OiC Nurseries

Process Maps/Visuals

Purchase of certified seeds, potting papers and inputs.

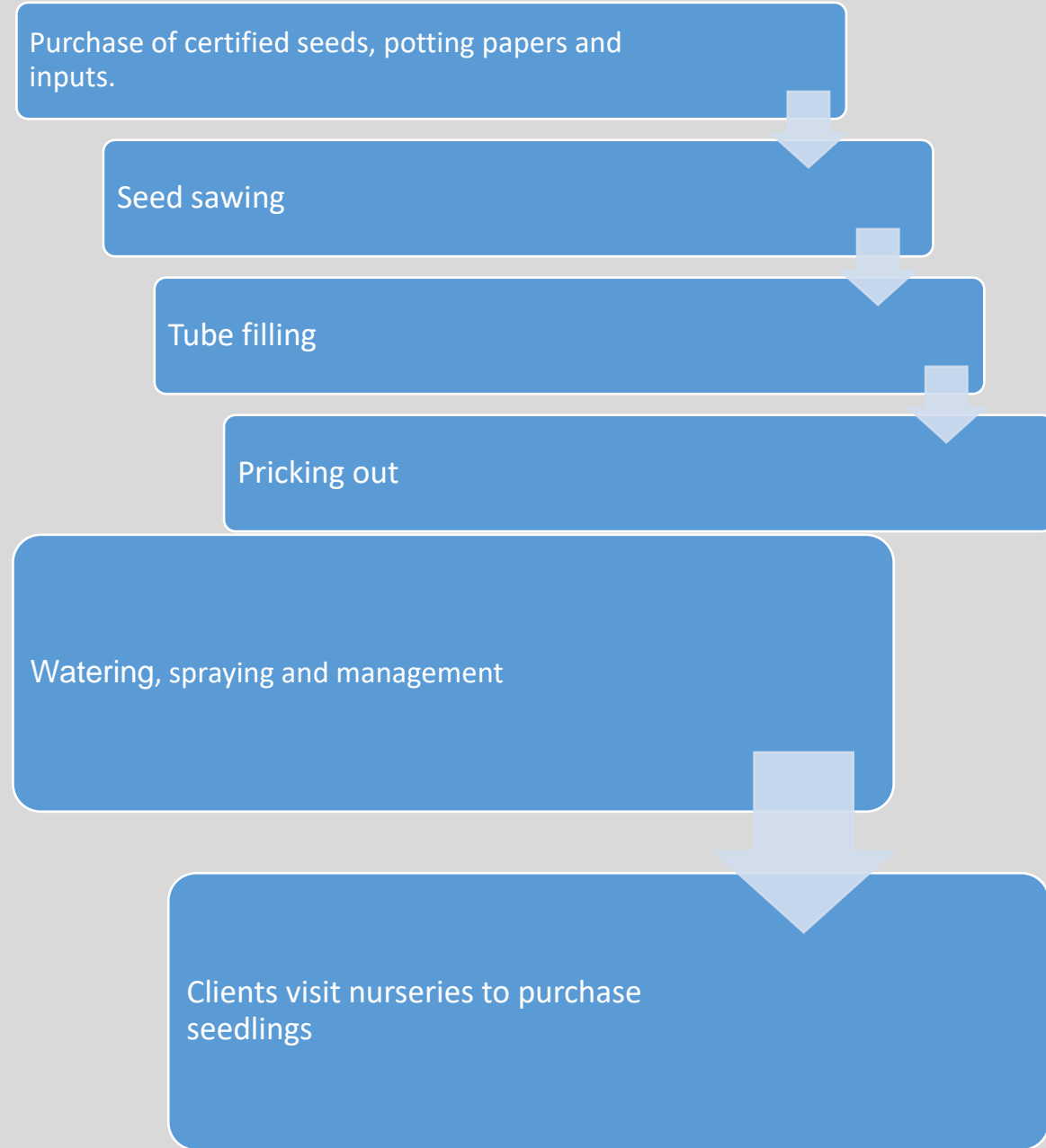
Seed sowing

Tube filling

Pricking out

Watering, spraying and management

Clients visit nurseries to purchase seedlings



Process Documentation Guide

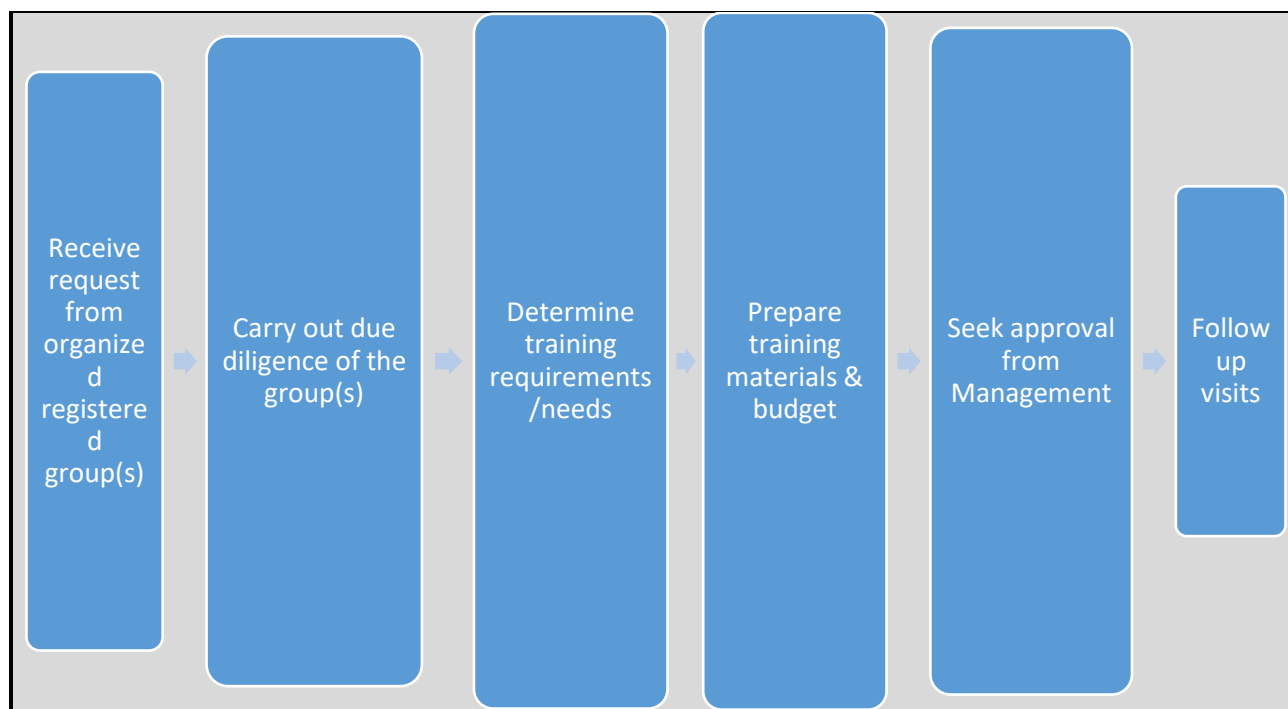
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Accounting Officer:		MR. Emillio Mugo	
Period: FY		2021/2022	
Process Documentation			
AGRICULTURE			
Service Name		EXTENSION SERVICES	
Brief Description Document Purpose/service		Dissemination of agricultural information to farmers in TARDA area of jurisdiction.	
Document Control:		Conservation records file	
Process Owner: Name and Position		1. Mr. Samuel Gitonga Director, Natural Resources Conservation	
Process Writer (s); Name and Position		1. Ag. Manager, Natural Resources Conservation Mr. Leonard Muchiri	
Process Reviewer (s) Name and Position		1. Mr. Emilio Mugo Head of Authority	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Receive request from organized registered group(s)	1 day	Ag. Manager, Natural Resources Conservation
2.	Carry out due diligence of the group(s)	2 days	Ag. Manager, Natural Resources Conservation

3.	Determine requirements/needs	1 day	Ag. Manager, Natural Resources Conservation
4.	Prepare budget	1 day	Ag. Manager, Natural Resources Conservation
5.	Seek approval from Management	2 days	Ag. Manager, Natural Resources Conservation
6.	Conduct the extension services	1 day	Ag. Manager, Natural Resources Conservation
7.	Follow up visits	Quarterly	Ag. Manager, Natural Resources Conservation



EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
	1.	Lack of funds	1 month	Director, Natural Resources Conservation
	2.	Lack of registration by group	1 month	OiC Nursery

Process Map Visual



Process Documentation Guide

 	
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Big 4 Alignment:	Enabler
Accounting Officer:	MR. Emillio Mugo
Period: FY	2021/2022
Process Documentation	
	AGRICULTURE
Service Name	MARKETING LINKAGES
Brief Description Document Purpose/service	To ensure all Farm produce is sold competitively maximizing on strong networks and repeat buying.
Document Control:	<ol style="list-style-type: none"> 1. Client Databank 2. Customer feedback and response documents

Process Owner: Name and Position	1. Mr. Mukeku M.P Director, Business Development and Investment			
Process Writer (s); Name and Position	1. Ms. Gertrude Ngaruiya Manager, Business Development			
Process Reviewer (s) Name and Position	1. Mr. Emillio Mugo Head of Authority			
STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Identification and documenting all farm produce	1 day	Principal Development Officers (TARDA Enterprises)	
2.	Create a list of potential market opportunities	2 weeks	Principal Development Officers	
3.	Compare market opportunities with farm produce and offered prices	5 days	Senior Business Development Officer	
4.	Investigate the short list in detail.	1 day	Ag. Manager Business Development	
5.	Facilitate the development and negotiation of contracts with buyers.	1 week	Manager Business Development	
6.	Follow up visits/ Calls	Monthly	Manager Business Development	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Process Maps/Visuals				

Process Map Visual

