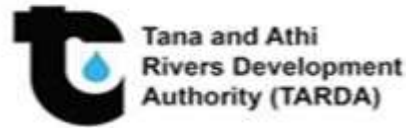


TANA AND ATHI RIVERS DEVELOPMENT AUTHORITY (TARDA)

PROCESS DOCUMENTATION

Aligned to the Citizens' Service Delivery Charter

Institution / Organisation Name	Tana and Athi Rivers Development Authority (TARDA)
Ministry / Department / County / Parent Company	Ministry of East African Community, the ASALs and Regional Development
Economic Sector Alignment	General Economic and Commercial Affairs
Accounting Officer	Mr. Liban Roba, Managing Director
Period	FY 2025/2026



A. GENERAL SERVICES

Customer Support Services

CUSTOMER ENQUIRIES

PROCESS

Brief Description / Purpose: To ensure standardized, quality and timely response to client requests at all TARDA's Service Delivery points.

Document Control: Customer Service Book, Telephone call logs

Process Owner: Ms. Peninah Mumbi, Receptionist

Process Writer(s): Ms. Florence Muthiani / Ms. Peninah Mumbi, Receptionists

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

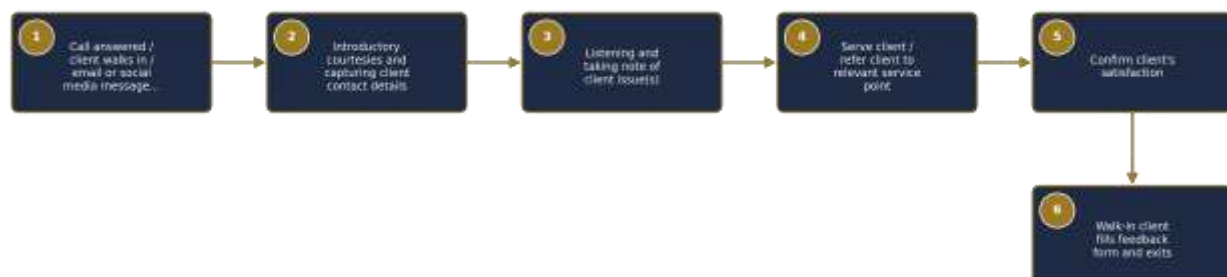
STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Call answered / client walks in / email or social media message received	Phone: 15 Seconds; Walk-in: 1 Minute; Email & Social Media: 1 Working Day; Official Letter: 5 Working Days	Receptionists
2	Introductory courtesies and capturing client 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 client's satisfaction	0.5 Minute	Receptionists
6	Walk-in client fills feedback form and exits	2 Minutes	Receptionists

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Misdirected calls	Immediate	Receptionists
2	Uncooperative clients	Immediate	Administration Manager

Process Map / Visual



PROCESSING OF REQUESTS FOR INFORMATION

PROCESS

Brief Description / Purpose: To ensure formal requests for information from clients, institutions or the public are processed and responded to within the Charter standard.

Document Control: Correspondence Register, Requests for Information Log

Process Owner: Head of Corporate Communications

Process Writer(s): Head of Corporate Communications

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Receive request (office walk-in, phone enquiry, official email, official social media page, or official letter)	Immediate	Receptionists
2	Log request in the Requests for Information register and route to the relevant department	1 Working Day	Receptionists / Head of Corporate Communications
3	Relevant department prepares and clears the response	15 Working Days	Head of Department Concerned
4	Response reviewed and signed off	3 Working Days	Head of Corporate Communications
5	Response dispatched to the requester	2 Working Days	Head of Registry

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Request touches on classified or restricted information	Immediate escalation to Managing Director	Head of Corporate Communications

Process Map / Visual



PUBLIC PARTICIPATION IN POLICY MAKING PROCESS

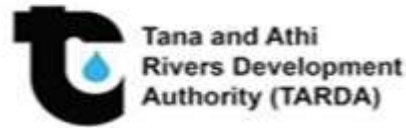
PROCESS

Brief Description / Purpose: To ensure meaningful, documented public participation whenever TARDA develops or reviews policy, in line with constitutional and statutory requirements.

Document Control: Public Participation Register, Minutes of Public Forums

Process Owner: Head of Corporate Communications

Process Writer(s): Head of Corporate Communications



Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Publish notice of the policy process and invite public familiarisation with the issues	1 Day	Head of Corporate Communications
2	Receive and record public views/submissions (forum, written memoranda, or official channels)	As per need	Receptionists / Head of Corporate Communications
3	Consolidate public input and incorporate into the policy document	As per need	Relevant Technical Department
4	Feedback on how public input was considered is published	As per need	Head of Corporate Communications

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Low or no public turnout at a scheduled forum	Reschedule and re-advertise	Head of Corporate Communications

Process Map / Visual



COMPLAINTS

PROCESS

Brief Description / Purpose: To ensure client satisfaction by addressing all complaints raised.

Document Control: Complaints Register

Process Owner: Ms. Loise Muthoni, Complaints Officer

Process Writer(s): Ms. Loise Muthoni, Complaints Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

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 and cascaded to the Managing Director	1 Day	Receptionist
3	Communication cascaded to Head of Department / Complaints Officer	1/4 Day	Secretary
4	Complaint assessed to determine whether it is resolved at the front line or referred for investigation	1 Day	Head of Corporate Communications
5	Head of Department cascades communication to the designated action officer	1/4 Day	Head of Corporate Communications
6	Action officer resolves the complaint, or forwards it to the Complaints Committee for investigation	1 Day	Designated Action Officer
7	Response escalated for sign-off after investigation and receipt of supporting evidence	1 Day	Head of Corporate Communications
8	Written response signed off	1 Day	Managing Director
9	Hard copy dispatched through the approved channel	1/4 Day	Head of Registry

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Misdirected letters	Immediate	Library

Process Map / Visual



Procurement

REGISTRATION OF SUPPLIERS

PROCESS

Brief Description / Purpose: To register competent, compliant suppliers and service providers on TARDA's supplier register.

Document Control: Supplier Register, Procurement Records

Process Owner: Manager Supply Chain Management

Process Writer(s): Asst. Management Supply Chain Management

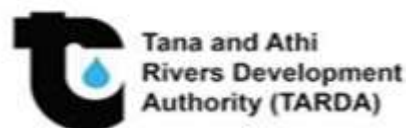
Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE



Step	Event / Activity / Action	Time / No. of Days	Actor
1	Receive duly filled application form and supporting documents (company profile, certificate of incorporation/registration, PIN certificate, valid tax compliance certificate/exemption, original bank statement, copy of certificate of registration with relevant regulatory bodies, non-refundable fee payment receipt, copies of annual returns filed with the Company Registry, National ID/Passport)	3 Working Days	Asst. Manager, Supply Chain Management
2	Verify completeness and authenticity of documents	5 Working Days	Manager Supply Chain Management
3	Present compliant applications to the Suppliers/Tender Registration Committee	3 Working Days	Manager Supply Chain Management
4	Committee approval and entry into the Supplier Register	2 Working Days	Suppliers Registration Committee
5	Notify successful/unsuccessful applicants	1 Working Day	Principal Supply Chain Officer

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Incomplete documentation	Immediate return to applicant for completion	Principal Supply Chain Officer

Process Map / Visual



PROCESSING OF TENDERS

PROCESS

Brief Description / Purpose: To competitively and transparently procure goods, works and services in line with the Public Procurement and Asset Disposal Act.

Document Control: Tender Register, Procurement Records

Process Owner: Manager Supply Chain Management

Process Writer(s): Asst. Management Supply Chain Management

Process Reviewer(s): Mr. Liban Roba, Managing Director

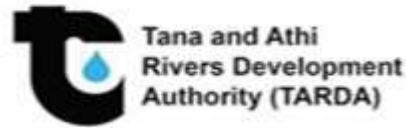
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Prepare and advertise tender documents	10 Working Days	Manager Supply Chain Management
2	Receive bids for goods and services within the advertised bid submission period	21 Working Days	Principal Supply Chain Officer

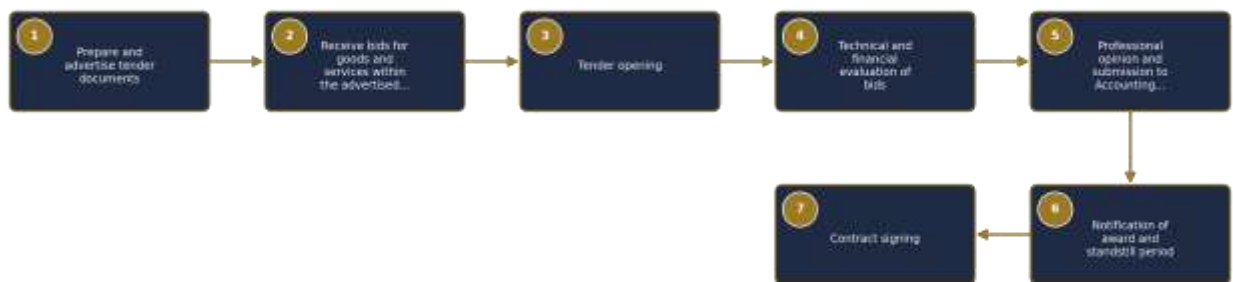


3	Tender opening	1 Working Day	Tender Opening Committee
4	Technical and financial evaluation of bids	25 Working Days	Tender Evaluation Committee
5	Professional opinion and submission to Accounting Officer	10 Working Days	Manager Supply Chain Management
6	Notification of award and standstill period	14 Working Days	Manager Supply Chain Management
7	Contract signing	9 Working Days	Manager Supply Chain Management / Successful Bidder

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Tender is contested / a complaint is lodged with the Public Procurement Administrative Review Board	As provided under the Public Procurement and Asset Disposal Act	Manager Supply Chain Management

Process Map / Visual



Finance

PAYMENT OF GOODS AND SERVICES

PROCESS

Brief Description / Purpose: Disbursement and payment to suppliers of goods and services.

Document Control: Procurement Records

Process Owner: Manager Supply Chain Management

Process Writer(s): Asst. Management Supply Chain Management

Process Reviewer(s): Mr. Liban Roba, Managing Director

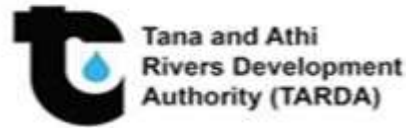
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Receipt of invoices and delivery notes / LPO/Invoice, certificate of completion of goods/services received	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 Manager approval	1 Day	Head of Accounts
10	Cash Office payment	1 Day	Head of Accounts

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Invoice/documentation does not match delivery record	Immediate	Supply Chain Management
2	Supplier account/records incomplete	Immediate	Supply Chain Management

Process Map / Visual



Asset Management

DISPOSAL OF OBSOLETE STORES

PROCESS

Brief Description / Purpose: To dispose of obsolete, unserviceable or surplus stores in a transparent, competitive manner.

Document Control: Stores Disposal Register, Board of Survey Reports

Process Owner: Manager Supply Chain Management

Process Writer(s): Asst. Management Supply Chain Management

Process Reviewer(s): Mr. Liban Roba, Managing Director

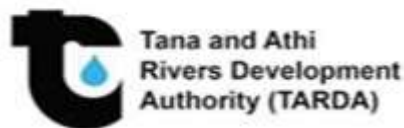
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Board of Survey identifies and lists obsolete, unserviceable or surplus stores	10 Working Days	Board of Survey



2	Disposal Committee approves the disposal method and advertises for bids	15 Working Days	Disposal Committee
3	Receive bids from interested parties	20 Working Days	Manager Supply Chain Management
4	Evaluate bids and recommend the successful bidder	10 Working Days	Disposal Committee
5	Approval and notification of award	3 Working Days	Accounting Officer
6	Collection of items and closure of disposal records	2 Working Days	Manager Supply Chain Management

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	No bids received	Re-advertise	Manager Supply Chain Management

Process Map / Visual



Human Resource

RECRUITMENT OF STAFF

NEW PROCESS

Brief Description / Purpose: To recruit competent staff through a fair, transparent and merit-based process.

Document Control: Recruitment Register, Interview Records

Process Owner: Manager, Human Resource and Administration

Process Writer(s): Manager, Human Resource and Administration

Process Reviewer(s): Mr. Liban Roba, Managing Director

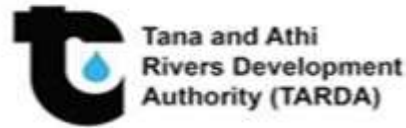
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Advertise the vacancy	5 Working Days	Human Resource Manager
2	Receive and shortlist applications	20 Working Days	Human Resource Manager
3	Conduct interviews	15 Working Days	Interview Panel
4	Carry out background/reference and integrity checks	20 Working Days	Human Resource Manager
5	Management/Board approval of the successful candidate	15 Working Days	Managing Director / Board

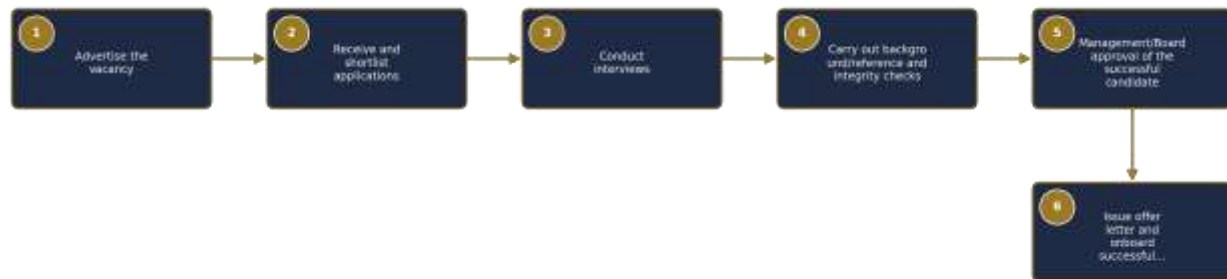


6	Issue offer letter and onboard successful candidate	15 Working Days	Human Resource Manager
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Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	No suitable candidate identified	Re-advertise	Human Resource Manager

Process Map / Visual



B. CORE SERVICES

Eco-Tourism

MASINGA DAM RESORT — GENERAL GUEST SERVICES

PROCESS

Brief Description / Purpose: To provide scenic and relaxing views and hospitality services surrounding Masinga Dam.

Document Control: Visitors Book

Process Owner: Manager, MDR

Process Writer(s): Administrator, MDR

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

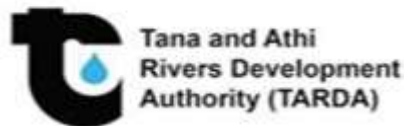
Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Calls/Emails received and responded to	Immediate	Receptionist
2	Walk-in customers received	Immediate	Receptionist
3	Food and beverage orders taken and served	30 Minutes – 1 Hour, as per order	Waiter
4	Room check-in / booking of all boarding services (50% down payment requested)	30 Minutes – 1 Hour	Receptionist / Housekeeper
5	Swimming pool access	Immediate	Pool Attendant
6	Boat riding	30 Minutes	Coxswain

Exceptions to the Normal Flow:



No.	Description	Time	Actor
1	Wrong food order	Immediate	Waiter

Process Map / Visual



CAMPING / PICNIC (MDR)

NEW PROCESS

Brief Description / Purpose: To provide camping and picnic facilities at Masinga Dam Resort.

Document Control: Visitors Book, Site Allocation Register

Process Owner: Manager, MDR

Process Writer(s): Administrator

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

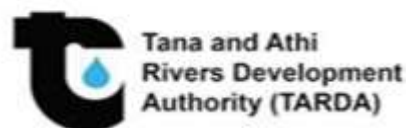
STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client places request (phone, email, walk-in)	Immediate	Receptionist
2	Check-in registration and site allocation	30 Minutes – 1 Hour	Receptionist
3	Fee collected — Camping Ksh. 800 per person sharing (own tent) / Picnic Ksh. 200 per person / Ksh. 500 per person where applicable	At check-in	Receptionist
4	Client directed to allocated site	Immediate	Site Attendant

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Site fully booked	Immediate offer of alternative date/site	Manager, MDR

Process Map / Visual



DAY CONFERENCE (NON-RESIDENT)

PROCESS

Brief Description / Purpose: To host non-resident day conferences and meetings at Masinga Dam Resort.

Document Control: Visitors Book, Conference Booking Register

Process Owner: Manager, MDR

Process Writer(s): Administrator

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client places request for a day conference	On Request	Receptionist
2	Confirm date, numbers and requirements; issue quotation at Ksh. 2,500 per person	On Request	Administrator
3	Confirmation and set-up of conference facilities	On Request	Manager, MDR
4	Client hosted for the day conference	As booked	Service Crew

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Cancellation after confirmation	Per resort refund policy — 1 Month	Manager, MDR

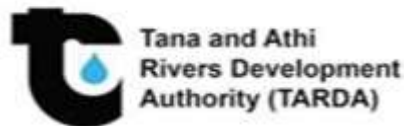
Process Map / Visual



TANA DELTA IRRIGATION PROJECT (TDIP) GUEST HOUSE

PROCESS

Brief Description / Purpose: To offer alternative accommodation for visitors at the Tana Delta Irrigation Project.



Document Control: Visitors Book

Process Owner: Manager, TDIP Guest House

Process Writer(s): Manager, TDIP Guest House

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Calls/Emails received and responded to	Immediate	Receptionist
2	Walk-in customers received	Immediate	Receptionist
3	Food and beverage orders taken and served	30 Minutes – 1 Hour, as per order	Service Crew
4	Room check-in / booking of all boarding services (50% down payment requested)	30 Minutes – 1 Hour	Receptionist / Housekeeper

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Wrong food order	Immediate	Waiter

Process Map / Visual



Agricultural Services

SALE OF QUALITY BREEDS

PROCES

Brief Description / Purpose: To ensure farmers attain increased production and promote disease resistance.

Document Control: Livestock Movement Record

Process Owner: Director, Investments and Business Development

Process Writer(s): Asst. Manager, Business Development

Process Reviewer(s): Mr. Liban Roba, Managing Director

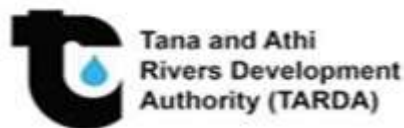
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
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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 client's purchase order	7 Days	Business Development Officer
4	Payment of the product by the client through cheque or cash — Ksh. 6,000 to Ksh. 60,000 depending on breed/grade	4 Days	Accountant
5	Issuance of a receipt	Immediate	Business Development Officer
6	Client collects the product	2 Days	Farm Manager

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Client's bank account has no funds (cheque cases)	Immediate	Director, Business Development

Process Map / Visual



SALE OF RICE

PROCESS

Brief Description / Purpose: To sell TARDA-grown paddy/milled rice from the Tana Delta Irrigation Project to clients.

Document Control: Delivery Book, Produce Sales Ledger

Process Owner: Manager, TDIP

Process Writer(s): Manager, TDIP

Process Reviewer(s): Mr. Liban Roba, Managing Director

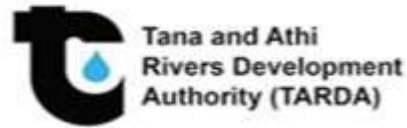
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

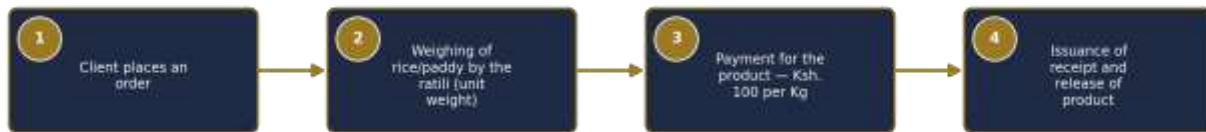
Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client places an order	Immediate	Sales Attendant
2	Weighing of rice/paddy by the ratili (unit weight)	Same day	Sales Attendant
3	Payment for the product — Ksh. 100 per Kg	Immediate to 5 Days	Accountant
4	Issuance of receipt and release of product	Immediate	Sales Attendant



Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Insufficient stock at time of order	Immediate notification of client; order queued	Manager, TDIP

Process Map / Visual



SALE OF HAY

PROCESS

Brief Description / Purpose: To sell baled hay produced on TARDA farms to livestock keepers.

Document Control: Delivery Book, Produce Sales Ledger

Process Owner: Director, Investments and Business Development

Process Writer(s): Asst. Manager, Business Development

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

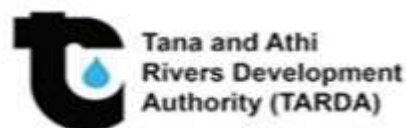
STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client places an order	Immediate	Business Development Officer
2	Confirm bale count and issue pro-forma invoice — Ksh. 200 per bale	Immediate	Business Development Officer
3	Payment for the product	Immediate to 2 Days	Accountant
4	Collection of product and issuance of receipt	Immediate to 2 Days	Farm Manager

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Insufficient bales in store	Immediate notification of client	Farm Manager

Process Map / Visual



SALE OF BRACHIARIA SPLITS

PROCESS

Brief Description / Purpose: To sell Brachiaria grass splits for pasture establishment to farmers.

Document Control: Delivery Book, Produce Sales Ledger

Process Owner: Director, Investments and Business Development

Process Writer(s): Asst. Manager, Business Development

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client places an order	Immediate	Business Development Officer
2	Confirm quantity available — Ksh. 10 per split	1 Day	Farm Manager
3	Payment for the product	1-5 Days	Accountant
4	Collection of product and issuance of receipt	1-5 Days	Farm Manager

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Insufficient splits available	Immediate notification of client	Farm Manager

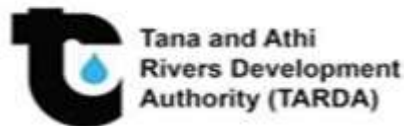
Process Map / Visual



SALE OF SUPER NAPIER CUTTINGS

PROCESS

Brief Description / Purpose: To sell Super Napier grass cuttings for fodder establishment to farmers.



Document Control: Delivery Book, Produce Sales Ledger

Process Owner: Director, Investments and Business Development

Process Writer(s): Asst. Manager, Business Development

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client places an order	Immediate	Business Development Officer
2	Confirm quantity available — Ksh. 15 per cutting	1 Day	Farm Manager
3	Payment for the product	1–5 Days	Accountant
4	Collection of product and issuance of receipt	1–5 Days	Farm Manager

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Insufficient cuttings available	Immediate notification of client	Farm Manager

Process Map / Visual



SALE OF REFINED TARDA HONEY

PROCESS

Brief Description / Purpose: To sell refined, quality-assured TARDA honey to clients.

Document Control: Delivery Book, Produce Sales Ledger

Process Owner: Project Manager, Kiambere

Process Writer(s): Asst. Manager Business Development

Process Reviewer(s): Mr. Liban Roba, Managing Director

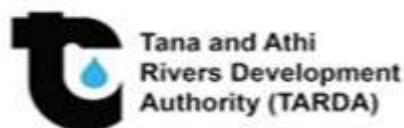
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client places an order	Immediate	Business Development Officer



2	Confirm pack size and issue pro-forma invoice — Ksh. 420 per ½ Kg jar / Ksh. 420 per ½ Kg squeezer bottle / Ksh. 800 per 1 Kg jar	Immediate	Business Development Officer
3	Payment for the product	Immediate	Accountant
4	Issuance of receipt and release of product	Immediate	Business Development Officer

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Insufficient stock at time of order	Immediate notification of client	Project Manager

Process Map / Visual



BEE-KEEPING TRAINING

PROCESS

Brief Description / Purpose: 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: Project Manager, Kiambere

Process Writer(s): Business Development Officer

Process Reviewer(s): Asst. Manager Business Development

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

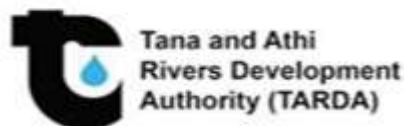
Period: FY 2025/2026

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
2	Filling of the Memorandum of Understanding (MOU) by the farmers	As per need	Project Manager
3	Setting of training dates	As per need	Business Development Manager
4	Training conducted	On set date	Business Development Manager
5	Issuance of certificates to the farmers	Immediately after training	Project Manager

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Uncooperative groups of farmers	Immediate	Project Manager



Process Map / Visual



EXTENSION SERVICES

PROCESS

Brief Description / Purpose: Dissemination of agricultural information to farmers in TARDA's area of jurisdiction.

Document Control: Conservation Records File

Process Owner: Manager, Natural Resources Conservation

Process Writer(s): Natural Resources Conservation Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

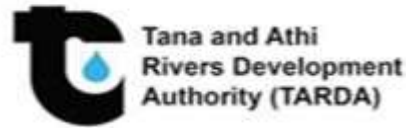
Step	Event / Activity / Action	Time / No. of Days	Actor
1	Receive request from an organised, registered group and carry out due diligence	1 Working Day	Ag. Manager, Natural Resources Conservation
2	Determine requirements/needs	1 Working Day	Ag. Manager, Natural Resources Conservation
3	Prepare budget and seek approval from Management	2 Working Days	Ag. Manager, Natural Resources Conservation
4	Conduct the extension service	1 Working Day	Ag. Manager, Natural Resources Conservation
5	Follow-up visits	Quarterly (post-service, outside the delivery SLA)	Ag. Manager, Natural Resources Conservation

Exceptions to the Normal Flow:

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





TRAINING ON HORTICULTURAL FARMING

PROCESS

Brief Description / Purpose: To ensure quality horticultural farming is undertaken by farmers in TARDA's area of jurisdiction.

Document Control: Conservation Records File

Process Owner: Manager, Natural Resources Conservation

Process Writer(s): Natural Resources Conservation Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Receive request from an organised, registered group and carry out due diligence	1 Working Day	Ag. Manager, Natural Resources Conservation
2	Determine training requirements/needs and prepare training materials & budget	2 Working Days	Ag. Manager, Natural Resources Conservation
3	Seek approval from Management	1 Working Day	Ag. Manager, Natural Resources Conservation
4	Conduct training	1 Working Day	Ag. Manager, Natural Resources Conservation
5	Follow-up visits	Quarterly (post-service, outside the delivery SLA)	Ag. Manager, Natural Resources Conservation

Exceptions to the Normal Flow:

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 Map / Visual



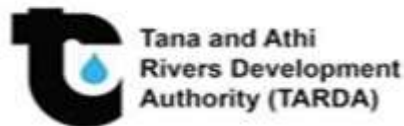
MARKETING LINKAGES

PROCESS

Brief Description / Purpose: To ensure all farm produce is sold competitively, maximising strong networks and repeat buying.

Document Control: Client Databank, Customer Feedback and Response Documents

Process Owner: Director, Investments and Business Development and Investment



Process Writer(s): Asst. Manager, Business Development

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Identification and documenting of 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 shortlist in detail	1 Day	Ag. Manager, Business Development
5	Facilitate development and negotiation of contracts with buyers	1 Week	Manager, Business Development
6	Follow-up visits/calls	Monthly	Manager, Business Development

Process Map / Visual



VARIOUS PRODUCTS (GENERAL MERCHANDISE)

PROCESS

Brief Description / Purpose: To provide quality general products to Authority clients not otherwise covered by a dedicated produce-sale process.

Document Control: Delivery Book

Process Owner: Director, Investments and Business Development

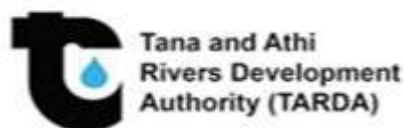
Process Writer(s): Asst. Manager, Business Development Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026



STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Client fills a Local Purchase Order (LPO) or writes a purchase agreement	At will	Business Development Officer
2	Provision of the price list and catalogue	1 Day	Business Development Officer
3	Provision of the pro-forma invoice	1 Day	Business Development Officer
4	Payment for the product through banker's 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 Map / Visual



Environmental Conservation

PROVISION OF QUALITY PROPAGATION MATERIALS

PROCESS

Brief Description / Purpose: Provision of scions/budding materials for propagation.

Document Control: Conservation Records File

Process Owner: Manager, Natural Resources Conservation

Process Writer(s): Natural Resources Conservation Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

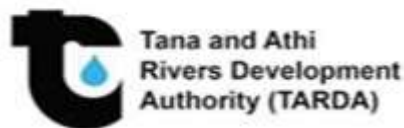
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Receipt of request from individuals, institutions, organisations 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
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Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Interested groups fail to arrive	1 Week	Manager, Natural Resources Conservation

Process Map / Visual



SEEDLINGS PRODUCTION & SALE OF TREE SEEDLINGS

PROCESS

Brief Description / Purpose: Production and sale of quality tree seedlings (including fruit and value-added varieties) for planting and environmental conservation.

Document Control: Conservation Records File

Process Owner: Manager, Natural Resources Conservation

Process Writer(s): Officers in Charge of TARDA Tree Nurseries

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

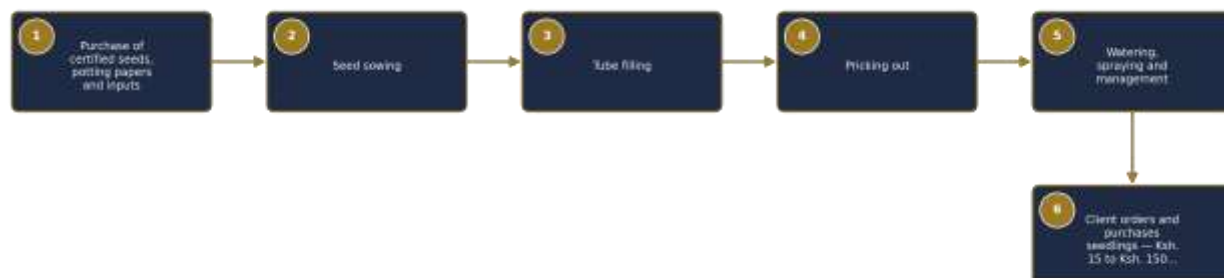
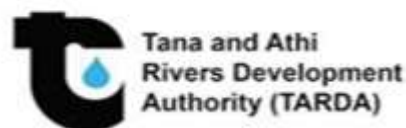
STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Purchase of certified seeds, potting papers and inputs	3 Days	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	Client orders and purchases seedlings — Ksh. 15 to Ksh. 150 per seedling	Immediate to 7 Days	OiC Nurseries

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Lack of funds	1 Month	Manager, Natural Resources Conservation
2	Lack of seedlings	1 Month	OiC Nurseries

Process Map / Visual



TREE SEEDLING DONATIONS (EXISTING MOU)

PROCESS

Brief Description / Purpose: To donate tree seedlings to partners with an existing Memorandum of Understanding with TARDA, in support of environmental conservation.

Document Control: Conservation Records File, MOU Register

Process Owner: Manager, Natural Resources Conservation

Process Writer(s): Natural Resources Conservation Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

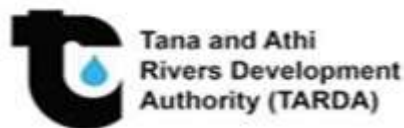
Step	Event / Activity / Action	Time / No. of Days	Actor
1	Formal request received from an MOU partner	1 Day	Manager, Natural Resources Conservation
2	Verify existing MOU and confirm seedling species/quantity available	2 Days	Manager, Natural Resources Conservation
3	Approval of the donation	1 Week	Manager, Natural Resources Conservation
4	Handover of seedlings to the partner	As scheduled	OiC Nurseries

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	No existing MOU in place	Redirect to standard Sale of Tree Seedlings process	Manager, Natural Resources Conservation

Process Map / Visual





TRAINING AND CAPACITY BUILDING (EXISTING MOU)

PROCESS

Brief Description / Purpose: To build the capacity of communities and partner institutions on environmental conservation, under an existing Memorandum of Understanding.

Document Control: Conservation Records File, MOU Register, Farmers Attendance Register

Process Owner: Manager, Natural Resources Conservation

Process Writer(s): Natural Resources Conservation Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Formal request received from an MOU partner	1 Day	Manager, Natural Resources Conservation
2	Verify existing MOU and confirm training scope	2 Days	Manager, Natural Resources Conservation
3	Schedule and prepare training	2 Days	Manager, Natural Resources Conservation
4	Conduct training and issue attendance/completion records	As scheduled	Manager, Natural Resources Conservation

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	No existing MOU in place	Refer partner to execute an MOU before training	Manager, Natural Resources Conservation

Process Map / Visual



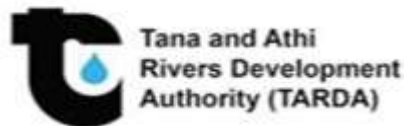
CONSULTANCY ON ENVIRONMENTAL AUDIT REPORTS AND REVIEWS

PROCESS

Brief Description / Purpose: To provide expert consultancy on environmental audit reports and environmental reviews for development projects within TARDA's jurisdiction.

Document Control: Conservation Records File, Consultancy Register

Process Owner: Manager, Natural Resources Conservation



Process Writer(s): Natural Resources Conservation Officer

Process Reviewer(s): Mr. Liban Roba, Managing Director

Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

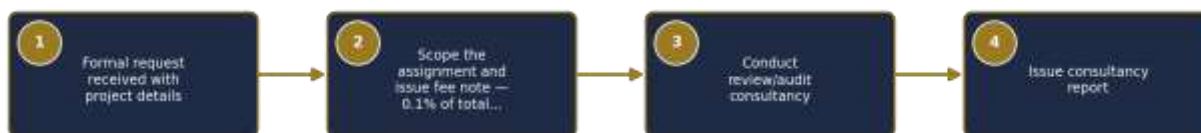
STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
1	Formal request received with project details	1 Day	Ag. Manager, Natural Resources Conservation
2	Scope the assignment and issue fee note — 0.1% of total project cost	2 Days	Director, Natural Resources Conservation
3	Conduct review/audit consultancy	3 Days	Ag. Manager, Natural Resources Conservation
4	Issue consultancy report	1 Day	Director, Natural Resources Conservation

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Client disputes the scope or fee	Immediate	Director, Natural Resources Conservation

Process Map / Visual



COLLABORATIONS

PROCESS

Brief Description / Purpose: To formalise collaborative partnerships with institutions, organisations and development partners in support of TARDA's mandate.

Document Control: MOU Register, Partnerships Log

Process Owner: Managing Director

Process Writer(s): Head of Corporate Communications

Process Reviewer(s): Mr. Liban Roba, Managing Director

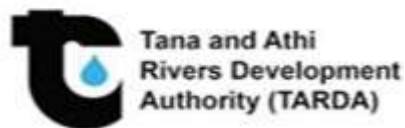
Ministry / Department: Ministry of East African Community, the ASALs and Regional Development

Accounting Officer: Mr. Liban Roba

Period: FY 2025/2026

STEPS / FLOW / SEQUENCE

Step	Event / Activity / Action	Time / No. of Days	Actor
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1	Formal request/proposal for collaboration received	3 Days	Head of Corporate Communications
2	Technical review by relevant department(s)	10 Days	Relevant Technical Department
3	Negotiation of terms and drafting of MOU/agreement	10 Days	Legal Office
4	Approval and signing	7 Days	Managing Director / Partner Institution

Exceptions to the Normal Flow:

No.	Description	Time	Actor
1	Terms cannot be agreed	Formal notification of non-conclusion to the requesting party	Managing Director

Process Map / Visual

