



KENYA VETERINARY VACCINES PRODUCTION INSTITUTE

Tel: 0724 651 895; 020 3540071

P.O. BOX 53260 - 00200

NAIROBI

E-mail: vaccines@kevevapi.or.ke

www.kevevapi.or.ke

VISION

To be a globally recognized institute in the production and supply of high quality and affordable veterinary vaccines and services.

MISSION

To produce safe, efficacious and affordable veterinary vaccines through undertaking research, providing information, marketing and distribution for improvement of the livestock industry.

CITIZENS' SERVICE DELIVERY CHARTER

No.	Services Rendered	Customer Obligation	User Charges (Ksh.)	Feedback Timelines
1	How we serve our customers: (a) In the reception room	Courtesy and clarity.	Free	Immediately or within three minutes.
	(b) General communication	Courtesy and clarity.	Free	Immediately or within five (5) days from the receipt of the communication.
	(c) Receiving phone calls	Courtesy and clarity.	Free	At the third ring or within 15 seconds.
	(d) Inquiries about our services through postal mail	Courtesy and clarity.	Free	Within two (2) working days.

No.	Services Rendered	Customer Obligation	User Charges (Ksh.)	Feedback Timelines
	(e) Questions about our services via online channels	Courtesy and clarity.	Free	Immediately or within two (2) days from the receipt of the online question.
	(f) Questions from the public about our services.	Courtesy and clarity.	Free	Immediately or within two (2) days since the question is received.
2	Attending to walk-in customers at our premises.	Courtesy and clarity.	Free	Within 30 minutes.
3	Selling of Tender documents after advertising.	Submission of receipt and collection of the document at Supply Chain Department.	As per advert	Within one (1) Hour upon presentation of a receipt.
4	Closing and Opening of Tenders and submitting the tender opening report.	<ul style="list-style-type: none"> To label bids appropriately for ease of identification. Submit bids before closing time. Bidders who wish to grace Tender Opening ceremony should attend in time. Tender documents should be clearly filled. 	Free	<ul style="list-style-type: none"> Immediately after closing time and date but not later than six (6) hours from close of the same. Provision of opening register within three (3) working days upon request.
5	Payments for goods and services	Timely availing of relevant documents including but not limited to: <ul style="list-style-type: none"> Invoices Delivery notes Bank details Local purchase / service order 	Free	<ul style="list-style-type: none"> Supply of goods and services (30 days) Consultancies (as per the contract).
6	Recruitment	<ul style="list-style-type: none"> Application letter. Requirements in response to the advertisement. 	Free	Acknowledge receipt within one (1) month.
7	Industrial Attachment.	<ul style="list-style-type: none"> Relevant letter from training institution. Letter of application Curriculum Vitae Transcripts from previous semesters. Student's insurance cover. 	Free	Acknowledge receipt within one (1) month.

No.	Services Rendered	Customer Obligation	User Charges (Ksh.)	Feedback Timelines
8	Access to information.	Honesty and Integrity. Use of appropriate channels including: 1. Paying a visit to our offices. 2. Calling our office lines. 3. Writing a letter or email to the Managing Director.	As prescribed in the Access to Information Act 2016.	<ul style="list-style-type: none"> • Personal Visit: 10 minutes. • Phone calls: within three rings. • Letters: 48 hours (On occasion this will extend to a maximum of 21days) • Emails: 48 hours. • Exigent information requests: 48 hours (On occasion this will extend to a maximum of 21 days.)
9	Purchase of vaccines.	Relevant details as below: <ul style="list-style-type: none"> • Full names. • National identification card number/ passport number. • Dispatch address. 	Prescribed price list.	Subject to availability and pre-payment. <ul style="list-style-type: none"> • 30 minutes for walk-in customers. • Within 48 hours for courier services. • Seven (7) working days for exports.
10	Educating farmers about livestock disease prevention and control.	Courtesy and clarity.	Free	Immediately upon request.
11	Broadcasting new information on the website.	Visiting the website.	Free	Immediately
12	Customer complaints.	Use of appropriate channels including: <ul style="list-style-type: none"> • Paying a visit to our offices. • Calling our office lines. • Writing a letter or email to the Managing Director. • Using County Directors of Veterinary Services and Distributor points countrywide. 	Free	<ul style="list-style-type: none"> • Immediately upon receipt. • Respond to complainants within seven (7) working days upon resolution of cases.

The KEVEVAPI offices are operational Monday to Friday with the following working hours:

Morning: 8:00am – 1.00pm | Afternoon: 2:00pm to 5:00pm

In case of any enquiries or comments, please contact us:

**Kenya Veterinary
Vaccines Production
Institute (KEVEVAPI)**

Head Quarters:

Road A, Off Enterprise Road,
Industrial Area,
P.O. Box 53260 - 00200, Nairobi.
Tel: +254 651 895 +254 020 3540071

Kabete Production Unit:

Kabete Veterinary Laboratories
P.O. Box 53260 - 00200,
Nairobi.
Tel: +254 20 2611143

Web: www.kevevapi.or.ke

 @kevevapi

 @kevevapi

Quality Vaccines for Guaranteed Livestock Health