



TEA RESEARCH INSTITUTE

Our Vision: To be a global leader in research on tea.

Our Mission: To generate and disseminate sustainable technologies and knowledge, through innovative research, for improved productivity, processing, value adding and marketing of the Kenyan tea while conserving the environment.

SERVICE DELIVERY CHARTER

Tea Research Institute is committed to Timely, Effective and Efficient Service Delivery

SERVICES RENDERED	CLIENT REQUIREMENTS	USER	UNIT CHARGE (Ksh.)	TIMELINESS
Enquiries	Verbal request	Tea grower	Free	Immediately
Attention to visitors	Written request/ verbal	Tea industry staff	Free	Immediately
Reception to visitors in groups	Written request/ one month prior to visit	Tea industry staff	Free	Immediately
Soil pH determination	Samples/payment	Tea growers	500	1 week
Complete soil chemical analysis (N, P, K, Ca, Mg, Mn)	samples/payment	Tea growers	75	3 weeks
Complete soil physical analysis	samples/payment	Tea growers	600	2 weeks
Complete leaf chemical analysis (N, P, K, Ca, Mg, Mn)	samples/payment	Tea growers	600	2 weeks
Complete made tea quality analysis	Samples/payment	Tea growers	1,200	2 weeks
Plain tea quality parameters	Samples/payment	Tea growers	600	2 weeks
Catechin profiling	Samples/payment	Tea growers	3,500	3 weeks
Anthocyanin profiling	Samples/payment	Tea growers	13,500	3 weeks
ISO 3720/KBS specification for tea	Written request/payment	Tea growers	2,500	2 weeks
Fertilizer/organic manure samples (complete chemical analysis)	Fertilizer Samples/ payment	Tea growers	1,000	2 weeks
Tea pest/disease identification:				
i) Visual/Direct methods	Written request/ specimen	Tea growers	Free	1 week
ii) Non-direct methods	Written request/ specimen/payment	"	1,000	3 weeks
Nematode assay	Soil/plant samples/payment	Tea growers	Free	1 week
Pesticide/herbicide bio-efficacy test for registration	Written request, PCPB Permit & payment	Manufacturer/Agent	35,000	1- 2 years
Agronomic products testing (minimum)	Written request, Permit & payment	Manufacturer/Agent	120,000	2 years
Farm Inspection/Assessment	Written request	Tea growers	Free	1 week
Farm Advisory visits on tea	Written request/payment	Tea growers	Free	1 week
Resolution to public complaints	Written/Verbal	All customers	Free	Immediately
Sale of ordinary tea cuttings	At least 3 months prior to order/payment	Tea growers	1/=	1 day for cuttings not exceeding 100,000
Sale of purple tea cutting	At least 3 months prior to order/payment	Tea growers	1/=	As per agreement
Sale of tea ordinary VP plants	Order/payment	Tea growers	10/=	1 day for seedling not exceeding 70,000.
Sale of tea purple VP plants	Order/payment	Tea growers	10/=	As per availability.
Sale of tree seedlings:- Exotic trees	Order/payment	All customers	5/=	Same day
Indigenous trees	"	"	12/=	
Sale of publications:-				
1. Tea Growers Handbook (5 th Ed.)	Order/payment	Tea growers	660	Immediately
2. Tea Journal	"	"	750	
3. TRFK Annual Report	"	"	650	
4. Quarterly Bulletin (Four issues/ year)	"	"	200	
Training: middle level tea management staff and above	Written request/payment	Tea industry staff (up to 1 week)	5,000	As per agreement
		Tea industry staff (" 2 weeks)	8,000	
		Tea industry staff (1 month)	10,000	
Training lower management staff	Written request/payment	Tea industry staff (up to 1 week)	2,500	As per agreement
		Tea industry staff (" 2 weeks)	3,500	
Student Attachment (per month)	Written request/payment	Student	1,000	As per request
Conference Room	Written request/payment	All customers	2,500	2 weeks

Notes:

1. The given prices are as at 2014/15 and are subject to change from time to time.
2. Other services to tea industry:- **non-routine** analytical services, trace element, heavy metals, physiological and bio-molecules analysis, tea DNA finger printing, pesticide residue analysis etc are available on request and payment.
3. Services to non-tea industry and international customers are available at fees as in the Technical Services Booklet or negotiated between TRI and the Buyer.
4. Sale of cuttings outside the country, prices will be given on written request.
5. Where training is conducted outside TRI HQ, transport and subsistence are charged.
6. Rates are net of GoK taxes where applicable.

TEA RESEARCH INSTITUTE IS ISO 9001:2008 CERTIFIED

For any complaints or enquiries please write to: **THE INSTITUTE DIRECTOR**, TEA RESEARCH INSTITUTE,
P.O. Box 820 – 20200, **KERICHO**. **Tel:** 052-20598/9, 0722209915, **Fax:** 052-20575;
E-mail: info@tearesearch.or.ke Website: www.tearesearch.or.ke

IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICE