



KENYA PLANT HEALTH INSPECTORATE SERVICE

INTERNAL MEMO

Ref: PH/1/180/Vol. 2 (129)

Date: 11th April, 2025

To: Managing Director *Approved. [Signature] 16/4/25*

Through: Director – Corporate Services *- Forwarded [Signature] 14/04/2025*

From Deputy Director Corporate Communication *[Signature]*

SUBJECT: CUSTOMER SATISFACTION SURVEY Q3 REPORT – JANUARY TO MARCH 2025.

Please find attached the quarterly customer satisfaction survey summary report for Q3 2025 (January to March 2025)

Kellen Karuti

Deputy Director Corporate Communications.



Kenya Plant Health Inspectorate
Service

Customer Satisfaction Report
October to December 2024

Corporate Communications
Department
KEPHIS Headquarters, Nairobi

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INTRODUCTION

Sustained success is achieved when an organization attracts and retains the confidence of customers and other interested parties. Every aspect of customer interaction provides an opportunity to create more value for the customer.

As such, KEPHIS strives to understand the current and future needs of customers and other interested parties through obtaining customer feedback by administering Customer satisfaction surveys forms to clients after delivery of services and analysis the feedback on a quarterly basis. The result of analysis is as detailed below:

CUSTOMER SATISFACTION REPORT: OCTOBER TO DECEMBER 2024

CENTRE	Appearance & neatness of Work environment	Courtesy of staff	Expertise of staff on subject matter	Time spent waiting for service	Average Score	%
HQTS RECEPTION	4.7	4.7	4.8	4.4	4.7	94
ICT HEADQUARTERS	4.5	4.8	4.6	4.6	4.6	92
SEED CERTIFICATION	4.7	4.8	4.9	4.6	4.8	96
KITALE	4.3	4.2	4.2	3.9	4.2	84
MOMBASA	4.3	4.4	4.6	4.2	4.4	88
NAIVASHA	4	4.6	4.5	4.2	4.3	86
PVPO	5	5	5	5	5	100
TRANSPORT	5	5	5	5	5	100
KISUMU REGION	4.4	4.5	4.6	4.6	4.5	90
IEBC	4.9	4.8	4.7	4.7	4.8	96
JKIA	4.6	4.4	4.8	4.5	4.6	92
EMBU	4.5	4.6	4.6	4.6	4.6	92

CAFTERIA	4.5	5	3.9	3.9	4.3	86
ACL & FS LAB	4	5	5	4.5	4.6	92
Institutional Score						92

Key: Excellent-4.0-5.0 Very Good-3.0-3.99 Good-2.0-2.99, Poor-1.0-1.99

RECOMMENDATIONS FOR IMPROVEMENT

The following Recommendations for improvement were raised by customers.

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
HQTs Reception	- Request to have a TV at the reception for more information. - Request to have snacks for client at the reception. - There is need for improvement on getting response/payment from finance.	- Invest in a smart TV for the reception to be playing KEPHIS videos. - Consideration to be made by the relevant office. - Improve on the finance systems.	DDCC Cafeteria DDFA
ICT-HQ	- Configure mail server to stop spam mail. - Trunking to be done in offices to prevent hazards	- Enhance cyber security measures - Ensure all offices have trunks for safety purposes.	DD-ICT
KITALE	- Expedite addressing system challenges - Improve on time taken for license processing.	- Resolution to be made to enhance efficiency and smooth operations - Service charter timeliness to be observed.	DD-KITALE

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
	▪ Centralize your services in Kitale. ▪ Reduce inspection fees ▪ Provide power back-up at Suam.	▪ Recommended in order to improve accessibility, efficiency, and service delivery • Power back-up recommended for efficiency.	
MOMBASA	▪ Observe time of starting your meetings ▪ Why person moving from station A to B not move with his user credentials ▪ The presentation was very informative. Will there be mechanism of tracking these new income? ▪ Cruise ships and boats be inspected to ensure compliance if a vessel fails inspection all the vessels of that shipping line should be inspected at an extra cost. ▪ Kindly clarify on charges on transit containers ▪ Please can you stop this process? ▪ IEICS should be more flexible to allow for phyto split. ▪ Call for review after some months.	▪ Ensure to observe set timings during meetings and trainings. Provide adequate information and awareness creation on vessel inspection,	DD-MOMBASA

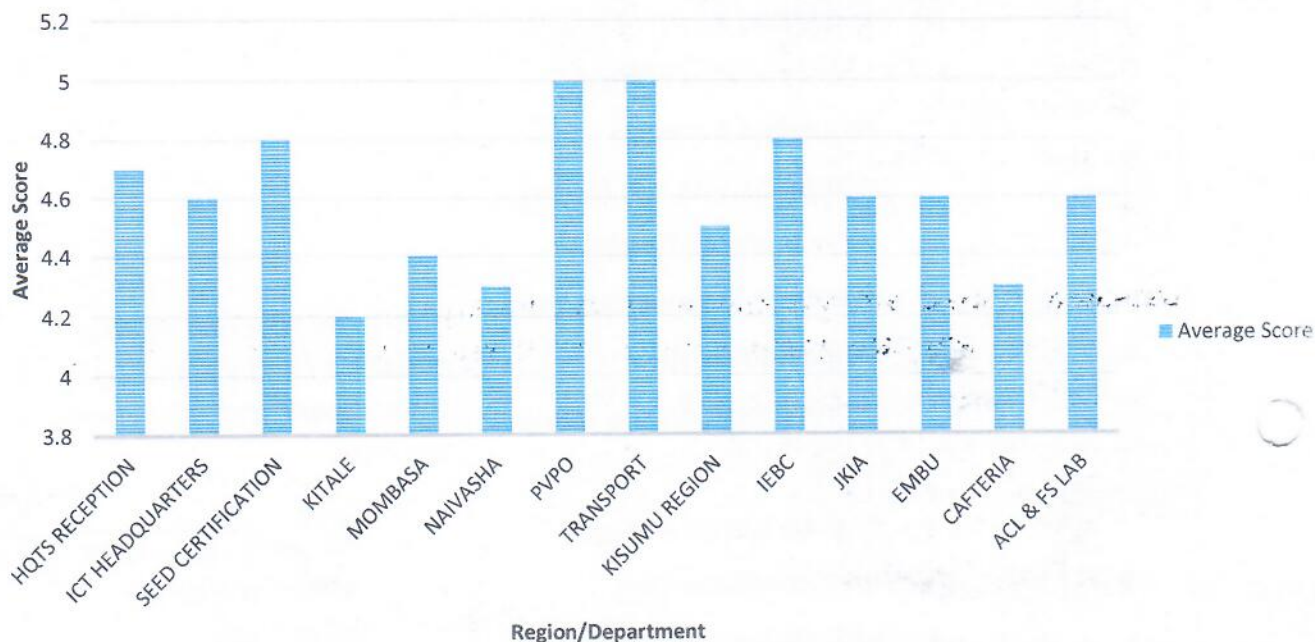
CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
NAIVASHA	▪ Please clarify who should pay for the container inspection charges ▪ Mobilize attachment of officers at all clearing stations for faster clearance. ▪ Improve system for importation ▪ Make process flexible	▪ Mix languages where necessary for effective Communication. ▪ Do more trainings for sensitization purposes.	DD-NAIVASHA
TRANSPORT	▪ Fumigation of buses	▪ The buses should be fumigated for a conducive work environment.	Transport service Manager.
KISUMU REGION	▪ Sensitize public on issues of seed handling ▪ KEPHIS office not accessible by every seed seller ▪ Open KEPHIS office at Nandi County for soil testing ▪ Consider adjusting soil testing fee downward	▪ Do trainings for seed handlers. ▪ Provide online mechanisms for the stakeholders to access our services	DD-KISUMU

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
IEBC	▪ User manual on how to use the IEICS system to be availed online in the website	▪ Highly Recommended	DD-IEBC
JKIA	▪ Improvement on KEPHIS payment systems ▪ Improve on the time spent on pip and phytosanitary services. ▪ Time spend on ken trade approvals need Improvement ▪ Improve on the E-Citizen payment system ▪ Improve on time spent to offer services	▪ Systems to be upgraded for efficiency. ▪ Work on timeliness as guided by the service charter.	DD-JKIA
EMBU	▪ Clients at Timau office they requested for more trainings on pests ▪ Clients at Embu office suggested that for the case of post control a standard stand count per plot to be established ▪ Clients at Nyeri office requested for more information and advice on avocados diseases ▪ Clients at Nyeri office requested for more information on how to	▪ More trainings to be done on pest detection and control, soil testing, avocado diseases and seed sellers registrations. Highly recommended that the sensitization and trainings to be done.	DD-EMBU

CENTRE	CUSTOMER COMMENTS	RECOMMENDATIONS	Responsible persons
	register for seed sellers licenses ▪ Clients at Nyeri office requested for more information on soil testing service on soil fertility ▪ Clients at Timau office they suggested for an improvement on the office space	This to be actioned to give officers a conducive working environment and minimize on any risks.	
CAFETERIA	▪ Reduce spices and salt ▪ Have adequate food ▪ Include kienyeji greens in the menu ▪ Have hand washing soap ▪ Increase food ratio ▪ Avoid tea bags brew tea leaves in the sufuria ▪ Have payment phone avoid handling customers phones	• Kitchen to take note, review and action accordingly.	Kitchen
ACL & FS LAB	Improve on the time taken on analysis	• Follow service charter timeliness for effective service delivery.	DD-ACL

CUSTOMER SATISFACTION REPORT GRAPHICAL ANALYSIS

AVERAGE PERFORMANCE SCORE - Q3



Performance across all stations and departments for the period indicated above average score with improvements noted in many stations.

POSITIVE COMMENTS

- ❖ The staff are good and friendly, at good customer service/phytosanitary.
- ❖ KEPHIS is a well-organized institution
- ❖ The staff are helpful and give detailed information.
- ❖ Impresses with the level/received, I truly appreciate KEPHIS dedication on keeping customer satisfaction top notch
- ❖ Customer service was exceptional
- ❖ They served me in a timely manner which helped to boost my productivity at work
- ❖ I received professional service and was served with courtesy
- ❖ The service was satisfactory.
- ❖ Satisfactory service so far.
- ❖ Thanks for the stakeholder meeting

- ❖ Good service
- ❖ Kazi nzuri sana
- ❖ Good reception and customer service
- ❖ Excellent work environment, good service and responsible staff
- ❖ Clear procedure, quick service and system
- ❖ Impressed by the services.
- ❖ Excellent and prompt Services
- ❖ Continue on the information availability
- ❖ Staff at Front office doing well.
- ❖ Staff are professional, efficient and disciplined.
- ❖ Good customer service but still there is room for improvement.
- ❖ Staff willing to assist where possible.
- ❖ Service and advice is exceptionally good
- ❖ In terms of services, I highly appreciate the team. Always fast, problem solvers, kind, reliable and effective when serving customer in Import/Export.
- ❖ Clients at the Embu show were happy with the KEPHIS stand and the way staff explained all.
- ❖ Good progress
- ❖ Conducive work environment
- ❖ Excellent work. Keep it up.

CONCLUSION

Most of the issues raised are on the Stakeholder trainings and System upgrade. Therefore, for better service delivery, additional resources would be considered in the next planning phase.

Prepared by Stella Nkatha

Sign.  Date 11/04/2025

Approved by Kellen Karuti

Sign.  Date 11/04/2025

11/04/2002

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