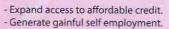
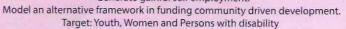


UWEZO FUND OVERSIGHT BOARD SERVICE DELIVERY CHARTER

REPRESENTS OUR COMMITMENT TO HIGH QUALITY SERVICE DELIVERY TO ALL STAKEHOLDERS MANDATE







	SERVICES OFFERED	USER OBLIGATION	USER COSTS (KSHS)	TIMELINES
1.	Customer Care			
	(a) Visitors reception (b) Telephone Calls	Cooperation and Courtesy from client	free	Immediately
	(c) Routine	Courtesy and Clarity Cooperation / Courtesy	free	Answered by the 3rd ring
	(d) Technical Correspondence	Cooperation / Courtesy	free	Seven (7) working days
	(e) Electronic Correspondence	Clarity of Correspondence	free	Fourteen (14) working days
	(f) Written Correspondence	Clarity of Correspondence	free	Seven (7) working days Seven (7) working days
	-Training on Table Banking	Must participate in the trainings	free	5 days
	-Business Development services & Mentorship -AGPO -General Information on	Obtain a certificate.	free .	
ē	Uwezo Fund Complaints, Compliments and	Contact our customer care at the Headquarters offices	6	Donald All All Control
	Corruption handling	-Contact us through our E-mail, Face Book page and	free free	Depends on the type of complaint
		Twitter handle		
		 -Drop your comments in our suggestion box -Offer relevant information through relevant methods 		
		to ensure positive outcome.		
	Provide affordable loans to the	Compliance with the eligibility criteria	free	One month upon receipt of recom
	youth , women and Persons			mended group proposal by the
	with Disability at the	Eligibility criteria		CUFMCs.
	constituency level	For a group -		
		1)Is registered with department of social services,		
		cooperatives or the Registrar of societies;		
		2)Has members aged between 18 and 35 years whereas		
		the women's groups shall be made up of women aged		
		eighteen years and above;		
		3)Is based and operational at the constituency it seeks		
		to make an application for consideration;		
		4)Operates a table banking structure or any other group		
		fund structure where members make monthly		
		contributions according to the groups' internal		
		guidelines (evidence of monthly contributions shall be a		
		requirement);		
		5)Hold a bank account in the name of the group.		
		-For an institution -		
		1)Is a registered entity;		
		2)Has listed youth and women groups within it		
	National tenders	-Prompt submission of duly completed tender document	Free for downloaded docs and a fee of KShs.1000 for docs. Produced by the Board	Returned within 14-30 days
	Request for quotation to supply	-Duly filled quotation forms from pre-qualified suppliers	free	Seven (7) working days
	goods and services below KShs.500,000	either by the Gov't Org, or AGPO		
•	Inspection of goods	-Goods provided by supplier	free	1 day
	Payment of Merchants	-Ensure that all supporting documents are availed	free	Thirty (30) days after receipt of
				invoice

AHADI YETU – KAZI KWAKO

Lonrho House, 16th floor P.O. Box 42009-00100

Website: www.uwezo.go.ke Facebook: Uwezo Fund Email us: info@uwezo.go.ke Twitter: @Uwezofund

complaints@uwezo.go.ke Standard Street, Nairobi. Hotline: 0776 154210 Complains: 0776 154215

