



UWEZO FUND OVERSIGHT BOARD SERVICE DELIVERY CHARTER



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

- Expand access to affordable credit.
- Generate gainful self employment.

Model an alternative framework in funding community driven development.
Target: Youth, Women and Persons with disability

SERVICES OFFERED	USER OBLIGATION	USER COSTS (KSHS)	TIMELINES
1. Customer Care (a) Visitors reception (b) Telephone Calls (c) Routine (d) Technical Correspondence (e) Electronic Correspondence (f) Written Correspondence	Cooperation and Courtesy from client Courtesy and Clarity Cooperation / Courtesy Cooperation / Courtesy Clarity of Correspondence Clarity of Correspondence	free free free free free	Immediately Answered by the 3rd ring Seven (7) working days Fourteen (14) working days Seven (7) working days Seven (7) working days
2. -Training on Table Banking -Business Development services & Mentorship -AGPO -General information on Uwezo Fund	Must participate in the trainings Obtain a certificate.	free free	5 days
3. Complaints, Compliments and Corruption handling	Contact our customer care at the Headquarters offices -Contact us through our E-mail, Face Book page and Twitter handle -Drop your comments in our suggestion box -Offer relevant information through relevant methods to ensure positive outcome.	free free	Depends on the type of complaint
4. Provide affordable loans to the youth , women and Persons with Disability at the constituency level	Compliance with the eligibility criteria Eligibility criteria 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	free	One month upon receipt of recommended group proposal by the CUEMCs.
5. 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
6. Request for quotation to supply goods and services below KShs.500,000	-Duly filled quotation forms from pre-qualified suppliers either by the Gov't Org. or AGPO	free	Seven (7) working days
7. Inspection of goods	-Goods provided by supplier	free	1 day
8. 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

Email us: info@uwezo.go.ke

Standard Street, Nairobi.

complaints@uwezo.go.ke

Hotline: 0776 154210 Complains: 0776 154215

Facebook: Uwezo Fund

Twitter: @Uwezofund

