



NATIONAL GOVERNMENT CONSTITUENCIES DEVELOPMENT FUND BOARD

KABONDO KASIPUL CONSTITUENCY

P.O. Box 84 - 40223 Kadongo, Kenya. Tel: 0721453336
 Email: cdfkabondokasipul@ngcdf.go.ke / cdfkabondokasipul@gmail.com
 Website: www.ngcdf.go.ke

CITIZEN'S SERVICE DELIVERY CHARTER

VISION

A constituency where communities are exploiting development opportunities and sharing prosperity

MISSION

To develop and improve sustainable livelihoods of constituents in partnership with stakeholders

CORE VALUES

- Result-Focus
- Equity
- Participation
- Integrity

SERVICE STANDARDS WHEN IN CONTACT WITH OUR CUSTOMERS

IN PERSON VERBAL INQUIRIES

SERVICE PRINCIPLES	SERVICE STANDARDS & REQUIREMENTS	USER CHARGES	TIME LINE
Response to Inquiries shall be Courteous, Professional and Supportive	Physical presentation to the office	Free	5 Minutes

TELEPHONE

SERVICE PRINCIPLES	SERVICE STANDARDS & REQUIREMENTS	USER CHARGES	TIME LINE
Telephone Calls shall be Answered Promptly	<ul style="list-style-type: none"> • We will make sure that our telephone exchanges are efficient • We will respond to all your calls 	Free	Promptly
The Conversations shall be Courteous, Professional and Supportive	<ul style="list-style-type: none"> • When answering the telephone, we will provide you with our name • When we call you, we will provide you with our name, designation and tell you why we are calling 	Free	
We will be Accessible by Telephone during Business Working Hours	<ul style="list-style-type: none"> • All departmental business areas will have telephone services options during business hours, from 8.00am to 5.00pm with 1 hour lunch break during working days. Monday to Friday. • The offices are closed on Saturday, Sunday and Public Holidays. 	Free	

WRITTEN CORRESPONDENCE

SERVICE PRINCIPLES	SERVICE STANDARDS & REQUIREMENTS	USER CHARGES	TIME LINE
We shall respond to all Written Correspondences that require our Feedback Promptly	Receipt of written correspondence	Free	2 Days Upon Receipt of Written Correspondence

BURSARY

SERVICE PRINCIPLES	SERVICE STANDARDS & REQUIREMENTS	USER CHARGES	TIME LINE
Receipt of Bursary Form	<ul style="list-style-type: none"> • Dully filled serialised bursary forms as per the guidelines in the form 	Free	5 Minutes
Bursary Awards	<ul style="list-style-type: none"> • Dully filled serialised bursary form as per the guidelines and requirements stated in the form • Bursary Subcommittee and NG-CDFC recommendations and approval 	Free	2 Weeks Upon Receipt of Funds

PROJECTS MANAGEMENT

SERVICE PRINCIPLES	SERVICE STANDARDS & REQUIREMENTS	USER CHARGES	TIME LINE
NG-CDFC Payments to Contractors, Suppliers and Merchants	<ul style="list-style-type: none"> • Invoices, LPOs /LSOs, Delivery Documents, Contract Agreements • Payment Certificates • Payment Vouchers • NG-CDFC Minutes • Any other document that may be required 	Free	3 Days
PMCs Funds Disbursement	<ul style="list-style-type: none"> • Project approval by NG-CDF Board • NG-CDFC prioritisation minutes • An application letter • A proposal • Bill of Quantities approved by the Government's line ministry department officer • Provide legal status of the project • A copy of duly signed minutes • A complete list of the PMC, ID numbers and phone contacts • Project work plan • Technical drawing of the project • For ongoing projects attach the project photo - A4 size • Map/Direction to the location of the project • Any other document that may be required 	Free	3 Days
Processing PMCs Payments to Contractors, Suppliers and Merchants	<ul style="list-style-type: none"> • Invoices, LPOs/ LSOs, Delivery Documents • Payment Certificates • Payment Vouchers • PMC Minutes • Any other document that may be required 	Free	3 Days

YOUR FEEDBACK

SERVICE PRINCIPLES	SERVICE STANDARDS & REQUIREMENTS	USER CHARGES	TIME LINE
We Value your Compliments, Suggestions and Complaints	<ul style="list-style-type: none"> • We shall invite feedback and provide appropriate contact details in our client information. • We shall acknowledge customer feedback within three (3) working days of receipt. • We shall resolve customer feedback received via the web, email, written and telephone within ten (10) working days. 	Free	At 10 Working Most Days
We will use your Feedback to Improve our Services	<ul style="list-style-type: none"> • We shall maintain and report on all feedback and consider this reviewing and improving services. 	Free	Continuously

In the event that service delivery does not measure to your expectations, kindly send your complaints, comments or suggestions to the **Fund Account Manager, Kabondo Kasipul NG-CDF Office, P.O. Box 84-40223 Kadongo, Kenya. Tel: 0721453336 Email: cdfkabondokasipul@ngcdf.go.ke / cdfkabondokasipul@gmail.com** or drop your complaints, comments or suggestions in the suggestion and complaints boxes in the office