



NG-CDF BOARD

ORGANIZATIONAL SERVICE CHARTER

FOREWORD

The National Government Constituencies Development Fund (NG-CDF) is established under the NG-CDF Act, 2015 (as amended in 2023). The Fund is established with the primary objective of addressing poverty at the grassroots level and to provide for sustainable development in all parts of the Republic, by dedicating a minimum of 2.5% of the National Government Share of revenue towards projects identified by constituencies.

This Service Charter is a public commitment of the Board as a public organization to deliver high quality service to both internal and external customers and other stakeholders. The purpose of this Service Charter is to enhance public awareness of who we are, our mandates, vision, mission, core values, core functions, the range of services we offer, the standard we have set as well as our commitment to continuous improvement of our services to satisfy customers.

In addition, our Service Charter is expected to empower our customers and other stakeholders by helping them know their rights and obligations so that they will be able to make demands on the Board and our staff at the various levels of service delivery. It tells you what we expect from you, as our customers and what you should do if things go wrong.

As service needs of our customers grow and environment of implementing NG-CDF projects changes, we will update this Service Charter to reflect emerging issues, strategic objectives and your changing needs.



Yusuf Mbuno

Chief Executive Officer

National Government Constituencies Development Fund Board





VISION:

Transformative and sustainable development in all parts of the Country

MISSION:

To ensure prudent allocation and utilization of resources for sustainable development across the country

CORE VALUES:

- Economic use of resources and Sustainability
- High standards of professionalism and ethics
- Transparency and accountability
- Equity and Inclusiveness
- Teamwork
- Integrity
- Creativity and Innovation
- Collaboration and Partnership

OUR FUNCTIONS

The functions of the NGCDF Board are derived from section 16, of the NGCDF Act as amended in 2023;

- To consider project proposals submitted by various constituencies in accordance with the Act, approve for funding proposals that are consistent with the Act and disburse funds to the respective constituencies with respect to the approved projects;
- To ensure timely and efficient disbursement of funds to every constituency;
- To ensure efficient management of the Fund;
- To co-ordinate the implementation of projects at the inter-constituency level;
- To receive and address complaints that may arise from the implementation of the Act;
- To encourage best practices in the implementation of projects
- To administer the funds and assets of the Board in such manner and for such purpose as shall promote the best interest of the Board in accordance with the Act to ensure efficient management of the Fund;
- Perform such other duties as the Board may deem necessary from time to time for the proper management of the Fund

OUR STRATEGIC OBJECTIVES



PURPOSE OF THIS CHARTER

The objective of this charter is to:

- Enhance our customer awareness on the services offered by the office
- Inform our customers the standards of services they should expect from the Board
- Outline customers rights and responsibilities
- Give our service guarantee

OUR COMMITMENT TO CUSTOMERS RIGHTS

we are committed to respect the right of our customers and other stakeholders, including the right to access services, the right to give feedback and lodge complaints, the right to privacy and confidentiality and the right to access information.

We are committed specifically to the following customers' rights:

Information: you are entitled to complete, accurate and timely information

Identification: It is your right to request for identity of the officer(s) serving you

Communication: It is your right to be treated with respect and to have information adduced from you to be treated confidentially.

Enquiries: you are entitled to make enquiries at any time within the official working hours and to raise genuine complaints

Courtesy: It is your right to be treated politely and with courtesy

Services: you have a right to quality and timely services.

Payment: you have a right to be paid and demand your payment for goods delivered and services rendered

Criticism: you have the right to engage us in constructive criticism.



CUSTOMERS AND STAKEHOLDERS' OBLIGATIONS

Information: You are obliged to provide accurate and timely information to facilitate us provide you with services. Where called upon to provide information, you are obliged to disclose and produce all relevant information, records and supporting documents.

Courtesy and Respect: You are obliged to be courteous and respectful to our staff

Rules and Regulations: You are obliged to acquaint yourself with the rules, regulations and other legal instruments which govern the operation of the NG-CDF Board

Payment of Fees: You are obliged to demand a receipt upon payment of any monies that may be chargeable for the services rendered by the NG-CDF Board

Punctuality: You are obliged to attend our meetings and honour appointments as scheduled

Fighting Corruption: It is your obligation to help the NG-CDF Board combat corruption by not offering inducement by way of gifts offered to staff, or to solicit the same from staff. In return to report any case of corruption to the Chief Executive Officer of the Board.

OUR SERVICE GUARANTEE

To fulfil our service guarantee to you we are committed to having a well-trained and motivated staff. We are also committed to develop and maintain an open and accountable culture that is fair and reasonable in dealing with our customers.

In this regard, we will provide you with quality service by:

- Providing you with courteous and responsible service.
- Working with you to help you delineate your community-based development and poverty reduction projects requirements.
- Recognizing that our customers have different needs and personalizing our services and advise in ways that fit those needs.
- Providing you with clear, accurate, timely and relevant information.
- Being clear and helpful in our dealings with you, and giving reasons for our decisions.
- Respecting the confidentiality of our customers when releasing information and using it only in accordance with the Law. All employees are required to sign a confidentiality agreement.
- Referring inquiries where we do not have immediate answers to proper sources for guidance.
- Presenting our responses to your inquiries in a timely manner with the length of time dependent on the query.
- Ensuring that our website is user friendly and well formatted.



1. Complaints Handling Mechanism (Structured Approach)

This is a formal, institutionalized process designed to receive, assess, investigate, and resolve complaints from stakeholders, beneficiaries, or the public.

Our Steps:

- Submit a written and signed complaint with all the relevant documentation attached.
- The complaint is received and acknowledged within two (2) days of receipt by the Legal department which is responsible for handling complaints
- We will try to resolve complaints satisfactorily and promptly. You can help us by providing clear details and relevant facts, persons and dates when you make a complaint.
- All complaints are logged, tracked, and reported for accountability and learning. Weighty complaints are reported to the Board through the Governance, Complaints and publicity committee of the Board.
- Board decision is communicated to the complainant promptly but not later than 14 days from the date the Board passed resolution
- In case a complainant is dissatisfied with the Board decision, he/she is allowed to appeal to the Cabinet Secretary in charge of NG-CDF to appoint an arbitration panel to consider and determine the matter before the same is referred to court

All complaints should be made or sent to the Chief Executive Officer through our mailing address, official email, hand delivered or through the complaint portal on the website

2. Grievance Handling Mechanism (Informal/Casual Approach)

This is a more informal or implied process for addressing concerns, dissatisfaction, or perceived injustices, often within internal teams or community settings.

Our Steps:

- The grievances are received through comments made on social media, reception points, public participation forums, at exhibitions, meetings or suggestion boxes.
- These are often handled through clarifications, open dialogue, policy guidelines, mediation, or negotiation.
- They help identify and resolve issues before they escalate into formal complaints.

SERVICE DELIVERY CHARTER

| Category | Service | Requirements to Obtain Service | Output | Cost | Timeline |
|-----------------------------------|---|--|---|------|-----------------------------|
| General Inquiries | Reception & Client Assistance | <ul style="list-style-type: none"> • Visit our offices • Stay respectful and courteous | <ul style="list-style-type: none"> • Polite and respectful reception at the entrance. • Clear guidance and directions. • Availability of feedback forms for service improvement | Free | 10 minutes of your arrival |
| | Responding to Office telephone calls | Provide clear and relevant information during calls. | <ul style="list-style-type: none"> • Professional and courteous responses. • Refer to relevant department or escalate as needed. | Free | Answer calls within 3 rings |
| | Request for/ Access to Information | Submit detailed requests | Acknowledge receipt and provide accurate and comprehensive response through: <ul style="list-style-type: none"> • Bulk SMS • NG-CDF App • Website & social Media pages; • Email/letters | Free | Weekly |
| Project Application and Decisions | We will acknowledge receipt of Project proposals, re-allocations and re-submission promptly | Submit complete and compliant requests | Acknowledge all applications | Free | 7 working days |
| | Project Proposal Review | Submit complete, compliant proposals as per NG-CDF guidelines | <ul style="list-style-type: none"> • Written feedback or approval decision communicated | Free | 14 days |

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| | | | on time. • Timely notification of delays with reasons. | | |
| | Project Code List Verification, validation and issuance | Approval by the Board | Code lists are prepared and dispatched to constituencies | | 7 days |
| Disbursement of Funds | Issuing of Authority to incur Expenditure (AIE) | <ul style="list-style-type: none"> • Availability of funds • Approved disbursement memo • AIEs | AIEs are prepared, approved and dispatched to constituencies | | 7 working days |
| Procurement of Goods and Services | Registration of suppliers - open | <ul style="list-style-type: none"> • Duly filled application form • Company profile • Certificate of incorporation/registration • PIN certificate • Tax compliance • Bank Statement | Registration | Free | 60 working days |
| | Supplier registration - AGPO | AGPO certificate | Registration | Free | 14 working days |
| | Tender Processing | Submit Bids for goods and active participation | Notification of successful and unsuccessful bidders | Free | 21 days |
| | Requisition form | Duly filled requisition form | Review and approval from supply chain division | Free | One working day |
| Payments | Payment of Suppliers | Supporting documents (LPO, LSO, Contract, Delivery Note, Invoice) | Payment | Free | 30 working days |
| | | Where there are doubts on the amounts claimed, we will inform the supplier promptly | | Free | 7 working days |
| | Payment Voucher Processing | <ul style="list-style-type: none"> • Adequately Supported claims • Voucher movement register • Budget | Payment Voucher raised | | 3 working days |
| Awareness Creation | Sensitization on NGCDF operation | <ul style="list-style-type: none"> • Follow our social media pages • Engage with NG-CDF content on social media | Regular updates; prompt responses to | Free | Monthly |

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| | | <ul style="list-style-type: none"> • Attend NGCDF organized events • Attend public participation meetings • Participate in feedback sessions | comments and inquiries; encourage citizen participation | | |
| Staffing | Recruitment of staff | <ul style="list-style-type: none"> • Make formal application based on advert | Recruitment | Free | 90 working days |
| | Industrial attachment | <ul style="list-style-type: none"> • Submit letter of application, introductory letter from learning institution, indemnity insurance | <ul style="list-style-type: none"> • Facilitate placement and support. • Provide orientation and monitoring | Free | Within 3 months |
| Public Complaints | Complaint Handling Mechanism | Submit complaints clearly via designated channels (written, verbal, website, email); include supporting evidence if possible | <ul style="list-style-type: none"> • Investigate promptly; provide resolution or progress updates. • Provide a clear escalation path. | Free | 14 working days |
| | Grievance Handling | Concerns raised through social media, newspapers or office walk-ins | Address broader concerns or perceived injustices that may not necessarily be formal complaints. | Free | 3 days |
| Inclusivity | Digital Inclusion & Accessibility | Citizens with disabilities or limited internet access should inform NG-CDF | Provide alternative access channels and assistive technologies where possible; ensure accessible digital platforms. | Free | Daily |

Any service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

CHIEF EXECUTIVE OFFICER NG-CDF BOARD
 UKULIMA COOPERATIVE HOUSE 5TH ,6TH & 7TH FLOOR
 P.O BOX 46682-00100, NAIROBI | TEL: 0709894000

