



## KASIPUL NG-CDF

### CITIZEN'S SERVICE DELIVERY CHARTER

We are committed to ensuring that we provide quality services to our customers with high level professionalism, dignity, integrity and courtesy

| SERVICE   | REQUIREMENTS   | USER CHARGES | TIME LINE |
|---|--|--------------|-----------|
| Response to verbal queries  | <ul style="list-style-type: none"> <li>• None</li> </ul>   | Free         | 5 minutes |
| Response to written correspondence                                  | <ul style="list-style-type: none"> <li>• Written Correspondence</li> </ul>   | Free         | 2 Days    |
| Processing NG-CDFC payments to contractors, suppliers and merchants | <ul style="list-style-type: none"> <li>• Invoices, LPOs /LSOs, Delivery documents</li> <li>• Payment Certificates</li> <li>• Payment Vouchers</li> <li>• NG-CDFC Minutes</li> <li>• Any other document that may be required</li> </ul> | Free         | 3 Days    |
| Processing PMCs payments to contractors, suppliers and merchants    | <ul style="list-style-type: none"> <li>• Invoices, LPOs/ LSOs ,Delivery Documents</li> <li>• Payment Certificates</li> <li>• Payment Vouchers</li> <li>• PMC Minutes</li> <li>• Any other document that may be required</li> </ul>     | Free         | 3 Days    |

| SERVICE                 | REQUIREMENTS   | USER CHARGES | TIME LINE                      |
|-------------------------|--|--------------|--------------------------------|
| Receipt of Bursary Form | <ul style="list-style-type: none"> <li>• Dully filled serialised bursary forms as per the guidelines in the form</li> </ul>  | Free         | 5 minutes                      |
| Bursary Awards          | <ul style="list-style-type: none"> <li>• Dully filled serialised bursary form as per the guidelines and requirements stated in the form</li> <li>• Bursary Subcommittee and NG-CDFC recommendations and approval</li> </ul>  | Free         | 2 weeks after receipt of funds |
| Funding to PMCs         | <ul style="list-style-type: none"> <li>• Project approval by NG-CDF Board</li> <li>• An application letter</li> <li>• A proposal</li> <li>• Bill of Quantities approved by the Government's line ministry department officer</li> <li>• Provide legal status of the project</li> <li>• A copy of duly signed minutes</li> <li>• A complete list of the PMC or board, ID numbers and phone contacts</li> <li>• Project work plan</li> <li>• Technical drawing of the project</li> <li>• For ongoing projects attach the project photo - A4 size</li> <li>• Map/Direction to the location of the project</li> <li>• Attach the constitution / by laws specifying the rules and regulations governing the PMC</li> <li>• Any other document that may be required</li> </ul> | Free         | 3 Days                         |

**TO BE RENOWNED CONSTITUENCY IN ADVOCATING FOR ALL ROUND SOCIO-ECONOMIC DEVELOPMENT AND SUSTAINABILITY**

In the event that service delivery does not measure to your expectations, kindly send your complaints, comments or suggestions to the **Fund Account Manager, Kasipul NG-CDF Office, P.O Box 264-40222, Oyugis** or email: [cdfkasipul@cdf.go.ke](mailto:cdfkasipul@cdf.go.ke)