



NATIONAL GOVERNMENT CONSTITUENCIES DEVELOPMENT FUND BOARD

SERVICE CHARTER

FEBRUARY, 2016

OUR SERVICE CHARTER

A Service Charter is a public commitment by a public organisation to deliver high quality services to its customers. The Service Charter of the National Government Constituencies Development Fund Board is aimed at enlightening our customers that include all other stakeholders about:

- Who we are;
- Our vision statement;
- Our mission statement;
- Our core values;
- What we do;
- Our organization structure;
- Our stakeholders;
- Our strategic objectives, initiatives and activities;
- Our commitment to you;
- Customers rights;
- Customers obligations;
- How you can help us;
- Our service guarantee;
- Our service standards;
- How we will be accountable;
- Feedback on our service;
- Review of our Service Charter; and
- Our Contacts

We also present this Service Charter to show and outline our commitment to you, our customers as a reflection of our dedication to excellence in service delivery. The Service Charter sets out the service standards that you can expect when you deal with the Board, it identifies your responsibilities and seeks your indulgence in maintaining the standards and provides mechanism for receiving complaints and how to re-dress them should things go wrong.

WHO WE ARE

National Government Constituencies Development Fund Board (NG-CDF Board) is established under Section 14 (1) of the National Government Constituencies Development Fund Act, 2015. The Board is charged with the responsibility of administering the Constituencies Development Fund (the Fund).

The NG-CDF Board is a body corporate with perpetual succession and a common seal and is capable of suing and being sued; taking, purchasing or otherwise acquiring, holding, charging or disposing of movable and immovable property; borrowing money or making investment; and doing or performing all other acts or things for the proper performance of its functions under the Act which may lawfully be done or performed by a body corporate.

OUR VISION

Equitable socio-economic development countrywide

OUR MISSION

To provide leadership and policy direction for effective and efficient management of the Fund

OUR CORE VALUES

Our service charter embodies the national values and principles of governance espoused in article 10 of the constitution through our core values as stated below;

Transparency and accountability – we uphold high standards of transparency, accountability, equity, and inclusiveness in the service of the people

Professionalism and integrity – we are committed to acting at all times with honesty, fairness and professionalism

Commitment and teamwork– we have a strong commitment to teamwork with the Board and commitment to our stakeholders

Neutrality and objectivity – we promote development activities that meet the needs of the present without compromising the ability of future generations to meet their own needs.

Timeliness and excellence - we adhere to prompt delivery of service

OUR CORE FUNCTIONS

- Ensuring timely and efficient disbursement of funds to each constituency.
- Ensuring efficient management of the Fund.
- Receiving and discussing reports and returns from the constituencies
- Ensuring compilation of proper records, returns and reports from the constituencies.
- Receiving and addressing complaints and disputes and taking appropriate action.
- Receiving, considering and approving funding of proposals submitted from various constituencies in accordance with the NG-CDF Act, 2015.
- Disburse funds of the approved proposal to the respective constituencies' accounts.
- Referring issues of policy nature arising in the course of the performance of the functions to the National Assembly Select Committee for direction.
- Approving each and every payment from the Fund.
- Appointing the Chief Executive Officer and other Senior Management Staff of the Fund.
- Recommending to the Cabinet Secretary the setting of sitting allowances of members of the National Government Constituencies Development Fund Committees, Heads of Government Department involved in NG-CDF projects and Project Management Committees.
- Submitting on quarterly basis to the National Assembly Select Committee on the National Government Constituencies Development Fund, a summary of Projects Proposals received in the previous month, indicating approval status, a summary of status of disbursements to constituencies, and summary of status of disbursement from The National Treasury to the NG-CDF Board Account at the Central Bank of Kenya.

OUR CUSTOMERS AND OTHER STAKEHOLDERS

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| <ul style="list-style-type: none">• The Public and Community Groups.• State Department responsible for National Economic Policy, Planning and Development under The National Treasury & Planning.• Attorney General.• Clerk of National Assembly.• Parliament.• National Assembly Select Committee.• Members of National Assembly.• National Government Constituency Development Fund Committees.• Project Management Committees.• District Accountants. | <ul style="list-style-type: none">• Provincial Administration i.e. Chiefs.• Controller of Budget.• Auditor General.• Internal Auditor General.• Procurement Appeal, Complaints and Review Board.• Ethics and Anti-Corruption Commission.• Civil Societies.• Criminal Investigation Department of the Police.• International Community and Development partners.• Private Sector.• Suppliers.• Staff. |
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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:** You have the 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 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 Board.
- **Punctuality:** You are obliged to attend our meetings and honour appointments as scheduled.
- **Fighting Corruption:** It is your obligation to help the 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 Secretariat or Chairperson of the Board.

How you can help us serve you better:

Feedback

- We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible we will respond immediately.
- We may occasionally seek your input to random surveys of how the community perceive our services and what services they need, including assessment of our performance. We expect your honest input.
- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done to resolve it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us, by providing clear details or relevant facts, persons and dated when you make a complaint.
- Complaints should be made to the person you have been dealing with, with a copy to the person's supervisor or sent to our chief Executive Officer or posted to our mailing address.

To help us help you, we ask you to:

- Treat our staff with courtesy and respect;
- Attend scheduled meetings punctually;
- Respond to request for information accurately, thoroughly and in a timely manner;
- Provide us with changes in your circumstances promptly;
- Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

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.

HANDLING OF COMPLAINTS

- Fill in the complaints form provided on our website and at our office and if necessary submit a further written and signed narration with all the relevant documentations attached.
- The complaint is received and acknowledged within five days of receipt.
- We will try to resolve complaints satisfactorily and promptly. You can help us, by providing clear details or relevant facts, persons and dates when you make a complaint.
- Complaints should be made or sent to our Chief Executive Officer through our mailing address.
- The complaint is then investigated to verify facts therein and internal auditors sent to the area in case of fraud.
- All complaints are analyzed and tabled before the Complaints and Arbitration Committee for deliberation and recommendation to the Board on the possible remedies.
- Board decision is communicated to the complainant promptly but not later than 14 days from the date the Board passed resolution.
- In case the complainant is dissatisfied with the Board decision, he or she is allowed to appeal to the Minister in charge of CDF to appoint an arbitration panel to consider and determine the matter before the same is referred to court.

SERVICE STANDARDS WHEN IN CONTACT WITH OUR CUSTOMERS

The matrix below shows processing time and standards of our service when we interact with our customers. We aim to process 100% of the cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods depending on a range of factors, individual circumstances and complexity of each case

Telephone

Service Principles	Service Standards
Our telephone will be answered promptly.	<ul style="list-style-type: none"> • We will make sure that our telephone exchange are efficient • We will respond to your call within three (3) rings.
We will be courteous, professional and helpful.	<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 and work areas and tell you why we are calling.
We will be accessible by telephone during business hours.	<ul style="list-style-type: none"> • All departmental business areas will have telephone services options during business hours: from 8.00 am to 5.00 pm with 1 hour lunch break on working days. Monday to Friday. The offices are closed on Saturday, Sunday and Public Holidays. • We will respond to your telephone messages within one (1) working day

In person

Service Principles	Service Standards
We will assist you promptly	<ul style="list-style-type: none"> • We will make sure that we have a general reception in all our entry point to receive our customers • Our staff manning general receptions will wear name tag badges for ease of identifications • We will serve you within ten (10) minutes of your arrival, if you have an appointment • We will serve you within twenty (20) minutes of your arrival, if you do not have an appointment. • We will advise you, in advance, about any unexpected delays in attending to you.
We will be accessible	<ul style="list-style-type: none"> • All departmental business areas will have in person service option. • Our offices will be clean and comfortable, have clear language signage and current, relevant information.

Written Communication

Service Principles	Service Standards
We will respond to your correspondence promptly.	<ul style="list-style-type: none"> • We will reply to all correspondence in a timely way using the most appropriate contact method- telephone, email, in-person or in writing. • We will acknowledge email requests within one (1) working day of recipient, and provide you with a likely timeframe for our full response.
We will be courteous, professional and helpful.	<ul style="list-style-type: none"> • We will provide accurate, helpful and timely response that is relevant to your needs. • We will identify ourselves and provide contact details in our written correspondences. • We will record all your correspondences on departmental databases and filing systems.
We will be accessible in writing.	<ul style="list-style-type: none"> • All departmental business areas will have mail contact options. • We will use out of office email messages when away from the office, and provide you with alternative contact details.

Projects Applications and Decisions

Service Principles	Service Standards
We will acknowledge applications promptly and inform you about the assessment process.	<ul style="list-style-type: none"> • We will acknowledge all applications within seven (7) working days when we make a decision in that time. • We will provide you with details of any outstanding requirements, next step and likely processing time in a timely manner.
We will be courteous, professional and helpful.	<ul style="list-style-type: none"> • We will identify ourselves and provide you with options contacting us. • We will let you know how and when you need to provide information to us. • Where you have a nominated representative, we will communicate with your representative.
We will be open and accountable and tell you the reason for our decision.	<ul style="list-style-type: none"> • We will provide you with clear and timely reasons for our decision and advise you of any review rights.

Our Information

Service Principles	Service Standards
We will provide clear, accurate, helpful and consistent information.	<ul style="list-style-type: none"> • We will regularly review and update information to ensure it is current and meets your needs and expectations. • our website will be updated regularly with the latest information

Your Feedback

Service Principles	Service Standards
We value your compliments, complaints and suggestions	<ul style="list-style-type: none"> • We will invite feedback and provide appropriate contact details in our client information • We will acknowledge customer feedback within three (3) working days of receipt • We will resolve customer feedback received via the web, email, written and telephone within ten (10) working days •
We will use your feedback to improve our services	<ul style="list-style-type: none"> • We will maintain and report on all feedback and consider this reviewing and improving our services.

Procurement of Goods and Services

Service Principles	Service Standards
Tenders and Pre-qualified suppliers	<ul style="list-style-type: none"> • We will pre-qualify suppliers and use a competitive tendering process in the procurement of goods and services as provided for in the Public Procurement and Disposal Act 2015 and its Regulations. • We will be transparent and fair when dealing with suppliers. we will inform all tenderers of the outcome of a tender within three (3) days of amending of quotation and issuance of LPO, LSO • We will communicate within three (3) days after expiry of the 21 days approval period for Tender Awards. • We will publish in our website quarterly all contracts awarded during the period and year to date.
Payment	<ul style="list-style-type: none"> • We will make prompt payment for goods and services that are received and properly invoiced with all applicable supportive documents • Except where a written contract provides otherwise, we will make payments for goods and services delivered within thirty (30) calendar days from the date of receipt of invoice provided all supporting documentation are proper. • Where there are doubts on the amounts claimed, we will inform the supplier of our concerns within seven (7) calendar days from the date of receipt of invoice and request for verification. • We will resolve written customer feedbacks received via letter, fax or courier within seven (7) calendar days.

HOW WE WILL BE ACCOUNTABLE

We undertake to:

- Monitor our performance against the standards set out in this Service Charter.
- We welcome feedback on our performance, and suggestions for improvement from our customers, stakeholders and the public.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Formally review the standards set out in this Service Charter once a year and adjust them where appropriate in light of your comments and in response to ongoing changes.

FEEDBACK ON OUR SERVICE

Suggestions on improvement of our services are welcome. You have a right to complain over services which you are unhappy with. We will treat your complaints positively and seriously and shall give you a timely response while at the same time, if need be, review our internal processes accordingly.

REVIEW OF SERVICE CHARTER

We will, in consultation with our stakeholders, review this Service Charter annually and carry out an independent review every three (3) years to ensure that our service delivery remains relevant to our customers and other stakeholders.

OUR CONTACTS

All enquiries and feedback should be directed to:

CHIEF EXECUTIVE OFFICER

NG-CDF BOARD

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