



CITIZEN SERVICE DELIVERY CHARTER

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

S/No.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
1.	<ul style="list-style-type: none"> Response to phone Response to email/social media queries 	<ul style="list-style-type: none"> Make an inquiry via phone Make an enquiry via email, X (Twitter), Facebook, or website 	Free	Phone: 15 seconds (1 Working Day)
2.	Response to walk-in client queries	Visit to NGAAF office(s)	Free	1 minute
3.	Response to written correspondence(s)	Submit letter/email	Free	5 Working Days
4.	Resolution of complaints/grievances	Submit verbal or written complaint	Free	14 Working Days
5.	Funding of: <ul style="list-style-type: none"> a. Community-based projects related to national government functions b. Registered affirmative action groups undertaking table banking and/or value addition initiatives 	Submit proposal through the respective NGAAF county offices attaching the necessary documents as per the NGAAF Fund Access Guidelines, 2021.	Free	90 Calendar Days
6.	Provision of bursaries and scholarships to affirmative action groups to access educational opportunities	Submit filled application forms through the respective NGAAF county offices attaching the necessary documents as per the NGAAF Fund Access Guidelines, 2021.	Free	90 Calendar Days
7.	Promotion of social cultural development and nurturing of talents for affirmative action groups including the art, music or sport.	Submit proposal through the respective NGAAF county offices attaching the necessary documents as per the NGAAF Fund Access Guidelines, 2021.	Free	90 Calendar Days
8.	Provision of civic education and community sensitization programs	Submit formal request (Expression of need)	Free	14 Working days
9.	Partner registration & onboarding (NGOs/CSOs/Private Sector)	Submit Expression of Interest (EOI) and profile	Free	30 Working Days
10.	Processing of request for information access (media/public)	Make request for information	Free	21 Calendar Days
11.	Registration of Suppliers	Compliance to the requirements of the Public Procurement and Asset Disposal Act (2015) revised edition 2022	Free	14 Working Days
12.	Tender Processing	Submission of bids via official NGAAF channels; meet eligibility and evaluation criteria as per advertised tender	Free	90 Calendar Days
13.	Notification of Bid Outcome	Award or regret letter communicated via official NGAAF channels	Free	1 Working Day
14.	Payment for Goods & Services Rendered	Submission of valid LPO/ LSO / contracts/Invoice and certificate of completion/delivery note signed by authorized officer	Free	90 Calendar Days
15.	Disposal of Obsolete Assets	Submission of bids	Free	60 Calendar Days from date of advertisement

Any service(s) rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

National Government Affirmative Action Fund (NGAAF)
 16th Floor, ABSA Towers, P.O. Box 48274 – 00100, Nairobi
 Tel: +254-20-7762400/ 0701-116-116 Email: info@ngaaf.go.ke
 Website: www.ngaaf.go.ke Socials: @NGAAF_Ke

The Commission Secretary/Chief Executive Secretary Commission on Administrative Justice (Ombudsman)
 2nd Floor, West End Towers, Waiyaki Way, Westlands,
 P. O. Box 20414 – 00200 NAIROBI
 Tel: +254-20-2270000/0777 125818
 Email: feedback@ombudsman.go.ke

EXCELLENT SERVICE IS YOUR RIGHT!