



EMPOWRING FOR SELF-RELIANCE CITIZENS' SERVICE DELIVERY CHARTER



VISION

A transformative Fund for an Empowered Society

MISSION

To facilitate social-economic empowerment of Affirmative Action Groups through financial and social support for inclusive and sustainable development.

CORE VALUES

Equity; Integrity; Innovativeness; Dignity; Gender Equality and Self-reliance.

Nos	Services/Goods rendered	Requirement to obtain the Services/Goods	Cost of goods/ services	Timelines
1.	Guide clients how to apply for support from the National Government Affirmative Action Funds (NGAAF)	<ul style="list-style-type: none"> Free 	NIL	<ul style="list-style-type: none"> Continuous
2.	Receive proposals for support from Affirmative Action Groups (AAGs)	<ul style="list-style-type: none"> Well filled application project proposals form Applications received from AAGs 	NIL	<ul style="list-style-type: none"> Quarterly
3.	Vet and Recommend proposals for funding by NGAAF Board at the HQs for approval	<ul style="list-style-type: none"> Well filled Project Proposal Application Form Valid Certificate of Registration Issued by of Social Services under the National Government 	NIL	<ul style="list-style-type: none"> Quarterly
4.	Receive Bursary Requests and Application Forms from needy students	<ul style="list-style-type: none"> Name of needy student Registration number Priority to orphans and students living with disability Well filled Application Form 	NIL	<ul style="list-style-type: none"> Quarterly
5.	Vet and Recommend Bursary of by NGAAF National Board at the HQs for approval	<ul style="list-style-type: none"> Name of students Registration Number Needy students Priority to Orphans and students living with disability Well filled Application Form (subject to funds availability to the most needy students). 	NIL	<ul style="list-style-type: none"> Quarterly
6.	Handling Complaints	<ul style="list-style-type: none"> Documented complaints Complaints via email Complaints lodged verbally 	NIL	<ul style="list-style-type: none"> Continuous
7.	Public/ Client Sensitization & Enquiries	<ul style="list-style-type: none"> Free 	NIL	<ul style="list-style-type: none"> Continuous
8.	Funds Disbursement	<ul style="list-style-type: none"> Approved Project Proposals and Bursary Requests 	NIL	<ul style="list-style-type: none"> Quarterly

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good 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:

The Chief Executive Officer
National Government Affirmative Action Fund(NGAAF)
ABSA Towers, 16th Floor, Loita Street, Nairobi
P.O. Box 48274,00100
Tel. +254 (02) 2300796
Email:info@ngaaf.go.ke
Website: www.ngaaf.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email : complain@ombudsman.go.ke