



CITIZENS’ SERVICE DELIVERY CHARTER

Vision: The leading Financial Partner that drives Kenya’s Progress and Prosperity.

Mission: To catalyze sustainable socio-economic development by providing financial support and advisory services in select sectors.

Core values: Agility, Creativity, Oneness, Integrity and Customer Focus.

Creating Wealth Together

SERVICE	CUSTOMER OBLIGATION	CHARGES WHERE APPLICABLE	TIME FRAME
CUSTOMER ENQUIRIES AND REQUESTS			
Response to walk in clients/enquiries	Walk-in and make the inquiry.	Free	1 minute
Response to telephone calls	Phone call.	Free	15 seconds
Response to correspondences – emails & letters	Written correspondence (letters) Email and social media (Twitter, Facebook &YouTube).	Free	5 working days 1 working day
Response to public complaints & grievances	Make a complaint.	Free	1 working day
Resolution of complaints	Make a verbal or written complaint.	Free	14 wor king days
Processing of request for information	Make a request for information.	Free	21 days
LOAN/EQUITY PROCESSING			
Loan processing	Make loan application and submit necessary information. Adhere to rules, regulations and guidelines. Not to offer inducement by ways of gifts and favors to staff. Provide all required information expeditiously.	Appraisal fee deposit	90 days from application to disbursement
Equity processing	Make equity application and submit necessary information. Adhere to rules, regulations and guidelines. Not to offer inducement by ways of gifts and favors to staff. Provide all required information expeditiously.	Appraisal fee deposit	120 days from appraisal to approval
Issuing Letter of offer	None	Free	7 days upon management/board approval
Loan and equity disbursement	Compliance with terms and conditions of the letter of offer	Appraisal fee balance	7 days upon receipt of disbursement request
BUSINESS ADVISORY SERVICES			
Advisory services	Provide all required information expeditiously. Accept terms of engagement.	Service fee	6 months from date of engagement
Syndication and deal structuring	Provide all required information expeditiously. Accept terms of engagement	Service fee	One year from date of engagement
PROCUREMENT PROCESS			
Registration of suppliers	Duly filled application form. Company profile. Certificate of incorporation/Registration PIN certificate. Valid Tax Compliance. Certificate/Exemptions. Original bank statement Copy of certificate of registration with relevant regulatory bodies. Non-refundable fee payment receipt. Copies of annual return forms filed by company registry. National ID/Passport.	Free	14 working days
Tender processing	Submit bids for goods and services.	Free	90 days
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification.	Free	1 working day
Payment for goods & services received	L.P.O/ Invoice Certificate of completion/Goods/Services received	Free	60 days from date of receipt of invoice
Disposal of obsolete stores	Submission of bids.	Free	60 days from date of advertisement
Public participation in policy making process	Familiarization with issues and active participation.	Free	1 day
Recruitment of staff	Make formal application based on the advert.	Free	90 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY AND DO NOT DISCRIMINATE AGAINST RACE, RELIGION, GENDER OR PERSONS LIVING WITH DISABILITIES.

For any complaints, comments or requests for information please get in touch with;
KDC HEAD OFFICE.
Uchumi House Aga Khan walk, 17th floor.
P.O. BOX 12665 00100, NAIROBI.

Telephone: +254-020-2229213/2771000
Cell Phone +254-727-534572/736-229213

Email: complaints@kdc.go.ke or info@kdc.go.ke,
Website: <https://kdc.go.ke>

You can also direct your complaints to the Commission on Administrative Justice on:

2nd floor, West End Towers Opposite Aga Khan High School off Waiyaki Way – Westlands.

P.O. Box 45519 00100, NAIROBI.

Tel: +254-20-2270000/2303000/2603765/2441211/80306
Email: info@ombudsman.go.ke, complain@ombudsman.go.ke



OFFICIAL WORKING HOURS

Monday – Friday
8.00am – 1.00pm
2.00pm – 5.00pm.