

UWEZO FUND OVERSIGHT BOARD CITIZEN'S DELIVERY CHARTER
REPRESENTS OUR COMMITMENT TO HIGH QUALITY SERVICE
DELIVERY TO ALL STAKEHOLDERS:

Enhance access to affordable credit
Generate gainfull self employment
Model an alternative framework in funding community driven
development
Target: Youth, Women and persons with Disabilities

CUSTOMER SUPPORT SERVICE, CUSTOMER REQUIREMENTS, COST OF SERVICE
AND TIMELINE

S NO 1. CUSTOMER SUPPORT SERVICE: Customer care; Response to
phonecall landline or any other official line, CUSTOMER
REQUIREMENTS: Phonecall, COST OF SERVICE: Free, TIMELINE: 15
seconds.

a) CUSTOMER SUPPORT SERVICE: Response to inquiry by walk in
cliets, CUSTOMER REQUIREMENTS: walk in and make the enquiry,COST
OF SERVICE: Free, TIMELINE: 1 minute.

b) CUSTOMER SUPPORT SERVICE: Response to correspondance, CUSTOMER
REQUIREMENTS: written correspondence(letters) Email and social
media(Twitter Facebook & Youtube) COST OF SERVICE: Free,
TIMELINE: 5 working days(letters), 1 working day(socia; media).

c) CUSTOMER SUPPORT SERVICE: Acknowledgement of complaints and
griverncies, CUSTOMER REQUIREMENTS: Make a complaint,COST OF
SERVICE: Free, TIMELINE: 2 working days.

d) CUSTOMER SUPPORT SERVICE: Response to complaints,CUSTOMER
REQUIREMENTS: verbal or written complaint,COST OF SERVICE: Free,
TIMELINE: 30 working days.

e) CUSTOMER SUPPORT SERVICE: Processing of appeals,CUSTOMER
REQUIREMENTS: Verbal or written complaints, COST OF SERVICE:
Free, TIMELINE: 30 days.

S NO 2. CUSTOMER SUPPORT SERVICE: Processing of loans to the
youth, women and persons with disability, CUSTOMER REQUIREMENTS:
Compliance with the eligibilty For a group;

a) Is registered with department of social services, MSEA,
cooperatives or the registrar of societies;

b) Has members aged between 18 and 35 years whereas the women's
groups shall be made up of women aged eighteen years and above;

c) Is based and operational at the constituency it seeks to make
an applications for consideration;

d) Operates a table banking structure or any other group fund
structure where members make monthly contributions according to
the group's internal guidelines(evidence of monthly contributions
shall be a requirement);

e) Hold a bank account in the name of the group.

For an institution- CUSTOMER REQUIREMENTS:

a) Is a registered entity

b) Has listed youth, women & PWDs groups

COST OF SERVICE: Free, TIMELINE: One month upon receipt of recommended group proposal by CUFMCs.

b) CUSTOMER SUPPORT SERVICE: Provision of labour mobility and financing, CUSTOMER REQUIREMENTS: Meet the following criteria;

a) Approval job offers by the National Employment Authority

b) Approval job contracts by the Ministry of Labour and Social Protection

c) Group registration certificates

d) Have a valid passport, bank account in the name of the group

COST OF SERVICE: Free, TIMELINE: One month upon receipt of relevant documents.

S NO. 3 CUSTOMER SUPPORT SERVICE: Training of beneficiaries, CUSTOMER REQUIREMENTS: Participation in the training, COST OF SERVICE: Free, TIMELINE: 3 working days.

S NO. 4 CUSTOMER SUPPORT SERVICE: Procurement; Registration of suppliers,

CUSTOMER REQUIREMENTS:

a) Updated company profile

b) CR12

c) Incorporation certificates

d) Valid TCC

e) Valid AGPO certificates

d) Valid Business Registration Certificate

e) Valid Supplier Registration e-GP

f) Minimum Three Evidence of previous work done

COST OF SERVICE: Free, TIMELINE: Continuous as per the PPAD Act 2015 (71)

a) CUSTOMER SUPPORT SERVICE: Processing of tenders, CUSTOMER REQUIREMENTS: Duly filled standard tender documents for goods, work and services, COST OF SERVICE: Free, TIMELINE: 90 days.

b) CUSTOMER SUPPORT SERVICE: Payment for goods and services received.

CUSTOMER REQUIREMENTS:

a) LPO or LSO

b) Delivery Note

c) Invoices

d) Bank Details

e) E-TIMs

d) Certificate of completion

COST OF SERVICE: Free, TIMELINE: 60 days from the date of receipt of the invoice.

c) CUSTOMER SUPPORT SERVICE: Disposal of obsolete goods, CUSTOMER REQUIREMENTS: Submission of bids, COST OF SERVICE: Free, TIMELINE: 60 days from the date of advertisement. 2

d) CUSTOMER SUPPORT SERVICE: Public participation in policy making process, CUSTOMER REQUIREMENTS: Familiarization with issues and active participation, COST OF SERVICE: Free, TIMELINE: 1 day.

e) CUSTOMER SUPPORT SERVICE: Processing of request for information, CUSTOMER REQUIREMENTS: Make a request for information, COST OF SERVICE: Free, TIMELINE: 7 days.