

UWEZO FUND CITIZENS' SERVICE DELIVERY CHARTER

REPRESENTS OUR COMMITMENT TO HIGH QUALITY SERVICE DELIVERY TO ALL STAKEHOLDERS

MANDATE:

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

	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINE
1	Cutomer care; Response to phonecalls (Landline or any other official line)	Phonecall	Free	15 seconds
	Response to enquiry by walk in clients	Walk in and make the enquiry	Free	1 minute
	Response to correspondence	Written correspondence (Letters), Email and social media (X, Facebook & Youtube)	Free	5 working days (letters) 1 working day (social media)
	Acknowledgement of complaints and grievances	Make a complaint	Free	2 working days
	Response to complaints	Verbal or written complaint	Free	30 working days
	Processing of appeals	Verbal or written complaint	Free	30 days
2	Processing of loans to the youth, women and persons with disability	Compliance with the eligibility 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 application 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 - a. Is a registered entity; b. Has listed youth, women & PWDs groups	Free	One month upon receipt of recommended group proposal by CUFMCs
	Provision of labor mobility and financing	Meet the following criteria; a. Approved job offers by the National Employment Authority b. Approved job contracts by the Ministry of Labour and Social Protection c. Group registration certificate d. Have a valid passport, bank account in the name of the group	Free	One month upon receipt of relevant documents
3	Training of beneficiaries	Participation in the training	Free	3 working days
4	Procurement; Registration of suppliers	Updated company profile CR12 Incorporation certificate Valid TCC Valid AGPO certificate Valid business registration certificate Valid supplier registrqtation e-GP Minimum three (3) evidences of previous work done	Free	Continuous as per the PPAD Act 2015 (71)
	Processing of tenders	Duly filled standard tender documents for goods, work and services	Free	90 days
	Payment for goods and services received	LPO or LSO Delivery note Invoices Bank d etails E -TIMs Certificate of completion	Free	60 days from the date of receipt of the invoice
	Disposal of obsolete goods	Submission of bids	Free	60 days from the date of advertisment
	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
	Processing of request for information	Make a request for information	Free	7 days