



REPUBLIC OF KENYA



S/No.	Service(s)	Requirements to obtain Service	Cost of Service/Goods (Kshs)	Timeline
1.	Loans to registered groups of Women, Youth and Persons with Disabilities	Complete application loan forms submitted at the constituency level as per the set criteria/requirements	Free	30 days
	Processing of Constituency proposals	Proposals submitted from constituencies in requisite templates	Free	One week
2.	Training of Uwezo fund beneficiary groups	Approved code list	Free	5 days
3.	Provision of Industrial Attachments/Apprenticeships	Formal request	Free	14 days
4.	Customer Care Desk	Answer telephone calls on the third ring	Free	Immediately
		Walk-in customers or face to face inquiries Fill in visitors form/register	Free	10 minutes
5.	Response to enquiries, written and email correspondences	Written correspondences through email, digital media platforms	Free	24 hours
		Written correspondences, hard-copy letters regarding general issues	Free	2 days
		Written correspondences, hard-copy letters regarding access to information	Free	5 days
6.	Resolution of customer complaints on all the Fund's communications channels	Specific complaint to Uwezo Fund/channel against which complaint is made, Name and contact of customer	Free	5 days
7.	Purchase of goods through use of Direct Procurement	Approved Procurement Plan by the Board, Duly signed, approved requisition forms and approved memos.	Free	7 days
	Purchase of goods through use of Restricted Tendering	Approved Procurement Plan by the Board, Duly signed, approved requisition forms and approved memos.	Free	45 days
	Purchase of goods by use of Open Tendering	Approved Procurement Plan by the Board, Duly signed, approved requisition forms and approved memos.	Free	50 days
	Processing of LPOs and LSOs	<ul style="list-style-type: none"> <li>Approved Letter of award by Accounting officer</li> <li>Evaluation Committee minutes</li> <li>Professional Opinion</li> <li>Requisition and Quotation</li> </ul>	Free	1 day
	Inspection and Acceptance of goods	Prior notice of delivery date and time; Actual delivery of goods, LPO	Free	2 days

		duplicates, delivery note.		
	Payment of Suppliers	Complete payment support documents	Free	7 days

***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY***

**Any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in service delivery to all stakeholders should be reported to:**

**Head of Secretariat  
Uwezo Fund Oversight Board  
P.O. Box 42009 – 00100  
NAIROBI  
Telephone: +254-776 154 210  
Email: [complaints@uwezo.go.ke](mailto:complaints@uwezo.go.ke)**

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

***HUDUMA BORA NI HAKI YAKO***