

**“Commitment to Courtesy and Excellence in Service Delivery”**

### HOW YOU CAN HELP US

We welcome your views and comments to Help us Serve You Better Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done to resolve it.

#### Water Sector Trust Fund

PO Box 49699 Nairobi, Kenya  
CIC Plaza, Mara Road, Upper Hill  
Tel: +254-20-2720696/2729017/018,  
Website: [www.waterfund.go.ke](http://www.waterfund.go.ke) Email: [info@waterfund.go.ke](mailto:info@waterfund.go.ke)  
WaterFund is ISO 9001:2015 Certified

If by any chance we do not meet your expectations and there is need to lodge a complaint kindly do so on our email or telephone call on [complaints@waterfund.go.ke](mailto:complaints@waterfund.go.ke) or 0780 564 110 / 0707 621 526,

You may also lodge unresolved complaints with:

#### Commission on Administrative Justice

West End Towers, 2<sup>nd</sup> Floor  
Waiyaki Way Westlands  
P.O Box 20414 – 00200 Nairobi  
Tel: +254 020 2274046  
Toll Free Number: 0800221349  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)



### Mandate

To assist in financing water, sanitation and water resources management projects to the underserved and marginalised rural and urban areas.

### Vision

Sustainable Funding of safe water and sanitation for all

### Mission

To finance climate friendly water and sanitation initiatives for improved quality of life in marginalized and underserved areas in Kenya.

# CUSTOMER SERVICE DELIVERY CHARTER FY 2023-2024

	Service Rendered	Customer Obligation/ Requirements	Charges	Timeline
1.	Acknowledge receipt of project proposals	Submitted Proposal	Free	Fourteen (14) days from the date of proposals receipt
2.	Appraise, award and subsequently sign financial agreements with implementing partners for successful proposals	Submission of proposals in line with the programme call for proposals by implementing agencies	Free	One Hundred and Twenty (120) days from the date of receipt of proposals for: <ul style="list-style-type: none"> <li>Water and Sanitation Services (WSS) Programme</li> <li>Water Resources and Climate Change Programme (WRUA Development Cycle, WDC)</li> <li>Commercial Financing Programme</li> <li>Research and Innovation Financing Programme</li> </ul>
3.	Communicate the decisions of WaterFund on submitted proposals to the concerned parties	<ul style="list-style-type: none"> <li>Provision of follow up decisions required by WaterFund by implementing Agencies</li> <li>Acknowledge receipt</li> </ul>	Free	Fourteen (14) Days from the date of decision
4.	Funds disbursements to implementing agents towards costs of projects	Funds request, financial report, Banks details, Bank statements	Bank Charges	Fourteen (14) days from receipt of funds request depending on availability of funds and submission of all required documentation

	Service Rendered	Customer Obligation/ Requirements	Charges	Timeline
5.	Communicate the decisions of WaterFund to the concerned parties	Feedback	Free	Fourteen (14) days from the date of decision
6.	Payments to suppliers for goods and services	Submission of invoice, proof of service / products delivered	Free	Payment will be within thirty (30) days from the date of receipt of invoice and submission of all required documentation
7.	Share information on regular basis through, meetings, newsletters, website, SITREP (Situational Report)	Feedback	Free	Weekly Situational report (SITREP), Biannual Newsletters, Annual Financial Report, Quarterly Steering Committee Meetings, Quarterly Bilateral, Multi-lateral Meetings and Annual Rural Harmonized Reports
8.	Attend to all visitors at the reception promptly	Cooperation Filled up feedback form	Free	Attend to all visitors at the reception within five minutes
9.	Respond promptly to and address customer complaints and requests for information	Acknowledgement, Feedback	Free	According to WaterFund Complaints and Access to Information Procedure