



CITIZENS' SERVICE DELIVERY CHARTER

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

Mission: To catalyse 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	Provide necessary information.	Free	Within 10 minutes.
Response to telephone calls	Identification of self, courtesy and accurate presentation of information.	Free	Telephone to be answered within the third ring.
Response to written and email correspondence	Provide accurate information.	Free	Within 3 days.
Customer Complaints	Give genuine complaints by telephone, email, visit, letters, filling feedback forms available at our offices or sending an email to complaints@kdc.go.ke	Free	Acknowledged within 24 hours and resolved within 7 days. Further delay to be notified.
Request for access to information	Provide accurate information.	Free	Processed within 5 days and if concerns life or liberty within 48 hours.
LOAN/EQUITY PROCESSING			
Loan Processing	Make loan application and submit necessary information.	Appraisal Fee Deposit	Within 90 days from application to disbursements
Equity Processing	Adhere to rules, regulations and guidelines. Not to offer inducement by ways of gifts and favours to staff. Provide all required information expeditiously.	Appraisal Fee Deposit	Within 120 days from appraisal to approval.
Issuing Letter of offer	None.	Free	Within 7 days upon management / Board approval.
Loan and Equity Disbursement	Compliance with terms and conditions of the letter of offer.	Appraisal Fee Balance	Within 7 days upon receipt of disbursement request
BUSINESS ADVISORY SERVICES			
Advisory Services	Provide all required information expeditiously. Accept terms of engagement.	Service Fee	Within 6 months from date of engagement.
Syndication and deal structuring	Provide all required information expeditiously. Accept terms of engagement.	Service Fee	Within 6 months from date of engagement.
PROCUREMENT PROCESS			
Tender Process	Provide accurate information	Up to kshs 1,000	Within 80days from the advertising of the contract
Invoices	As per terms of the contract	Free	Paid within 30 days from the date acceptance
Customer statements	Provide accurate communication address.	Free	Monthly statements provided

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 17th Floor
Telephone: +254-020-2229213 | 2771000
Cell Phone +254-727-534572 | 736-229213
Fax: +254-020-317456
Email: info@kdc.go.ke,
complaints@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: +254-20-2270000/2303000/2603765/2441211/8030666
Email: info@ombudsman.go.ke,
complain@ombudsman.go.ke



OFFICIAL WORKING HOURS

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