



INFORMATION ACCESS PROCEDURES

1. Application for access

1.1 Application for request for information can be made in any one of the following ways:

- a) Online (NETFUND website) web address
<http://www.netfund.go.ke/index.php/contact-us>
- b) In person at the NETFUND PCC office;
- c) In writing through postal mail, or
- d) By telephone
- e) By e-mail – complaints@netfund.go.ke

1.2 Enquiries shall be made during working hours only from 8:00 am – 5:00 pm (GMT + 3) from Monday to Friday or call us on +254-20-2369563, +254-202213581

1. The request for information shall be send through the following postal and E-mail address:

2. *Send by registered mail to:*

NETFUND Information Access Officer
P.O Box 19324-00202,
Nairobi Kenya

3. *Send an e-mail to* info@netfund.go.ke or netfundkenya@gmail.com.

1.3 An application to access information shall be made in writing in English or Kiswahili and the applicant shall provide details and sufficient particulars for the public officer or any other official to understand what information is being requested.

1. Where an applicant is unable to make a written request for access to information in accordance with subsection (1) because of illiteracy or

- disability, the information officer shall take the necessary steps to ensure that the applicant makes a request in manner that meets their needs.
2. The information officer shall reduce to writing, in a prescribed form the request made under subsection (2) and the information officer shall then furnish the applicant with a copy of the written request.
 3. NETFUND shall may prescribe a form for making an application to access information, but any such form shall not be such as to unreasonably delay requests or place an undue burden upon applicants and no application may be rejected on the ground only that the applicant has not used the prescribed form.

2.0 Processing of application for information access

1. Subject to section 10, the Information Access Officer shall make a decision on an application as soon as possible; ensuring that the request for Information is closed within twenty one days of receipt of the application.
2. Where the information sought concerns the life or liberty of a person, the Information Access Officer shall provide the information within forty-eight hours of the receipt of the application.
3. The Information Access Officer to whom a request is made under subsection (2) may extend the period for response on a single occasion for a period of not more than fourteen days if—
 - a) the request is for a large amount of information or requires a search through a large amount of information and meeting the stipulated time would unreasonably interfere with the activities of the information holder; or
 - b) consultations are necessary so as to comply with the request and the consultations cannot be reasonably completed within the stipulated time.
4. As soon as the Information Access Officer has consulted and made a decision as to whether the requested information shall be provided, he or she shall immediately communicate the decision to the requester, indicating—
 - a) whether or not NETFUND holds the information sought;
 - b) whether the request for information is approved.
 - c) if the request is declined the reasons for making that decision,
 - d) including the basis for deciding that the information sought is exempt,
 - e) unless the reasons themselves would be exempt information; and
 - f) if the request is declined, a statement about how the requester may appeal to the Commission on Administrative Justice.

5. The Information Access Officer may seek the assistance of any other public officer in order to respond adequately to a request for information.
6. Where the applicant does not receive a response to an application within the period stated in subsection (1), the application shall be deemed to have been rejected.

3.0 Transfer of application

- (1) The Information Access Officer may, not later than five days from the date of receipt of an application, transfer the application or any relevant part of it, to another public entity, if the information requested is held by that other public entity.
- (2) Where an application is transferred, the Information Access Officer shall inform the applicant immediately but in any event not later than seven days from the date of receipt of the application, about such transfer.
- (3) A public entity to which an application is referred by an Information Access Officer under subsection (1) shall make a decision on the application within twenty one days from the date that the application was first made.
- (4) The provisions of this section shall apply with the necessary modification to an application for access to information that is made to a private body to which this Act applies.