



# **NATIONAL ENVIRONMENT TRUST FUND**

## **SERVICE CHARTER**

# Foreword



This Service Charter is a promise of standards of service delivery to our esteemed customers. National Environment Trust Fund (NETFUND) exists to “facilitate research intended to further the requirements of environmental management, capacity building, environmental awards, environmental publications, scholarships and grants.”

Through this Charter, NETFUND outlines the core services that we offer and sets the standards that we pledge to achieve in serving our clients.

Our promise to our customers is to providing services in a professional, transparent and accountable manner. If you are not satisfied with our service provision, this Charter provides you with a mechanism for lodging complaints. And when you are satisfied, we would love to hear your comments and compliments.

This Charter is a living document whose implementation will continuously be monitored and evaluated. We hope to share it widely through different channels including meetings, conferences and events. You can also access it through our website: [www.netfund.go.ke](http://www.netfund.go.ke).

Let me take this opportunity to express our sincere appreciation for your continued support.

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Ms. Catherine Ndegwa

**CHIEF EXECUTIVE OFFICER**

**September 2017**

## MANDATE

National Environment Trust Fund (NETFUND) is a State Corporation established under the Environment Management and Co-ordination Act (EMCA 1999). Our mandate is to 'facilitate research intended to further the requirements of environmental management, environmental awards, capacity building, environmental publications, scholarships and grants.'

## OUR VISION

Sustainable financing for environmental management in Kenya.

## OUR MISSION

To mobilize, manage and avail resources for environmental management in Kenya.

## OVERARCHING GOAL

Bridge the environmental sector funding gap by 3%.

## CORE VALUES

- **Stewardship:** As a Trust Fund we are prudent in the use of the resources entrusted to us to ensure maximum benefit accrues to our beneficiaries.
- **Respect:** We will do what we say we will do, when we say we will do it. In other words, our word is our bond.
- **Novelty:** We are always seeking novel ways to achieve excellent results with greater efficiency in environmental management. We nurture and support creativity and the development of new ideas, products and processes to generate and contribute solutions to environmental problems.

## OBJECTIVES OF THE SERVICE CHARTER

The main objective of this Customer Service Charter is to provide our customers with information on the services we provide, enable them to check their expectations against what is offered and convey the NETFUND's policies. It also details the services we offer including the standards and redress procedures when necessary, for our customers' satisfaction.

## SERVICE STANDARDS

We endeavour to observe the following timelines in the provision of various services:

SERVICES	REQUIREMENTS	COST	TIMELINE
Respond to printed correspondence	Correspondence received	Free	Within one (1) week of receipt
Respond to requests for information	Formal request for information (in writing)	Actual costs of making copies	As soon as possible but within 21 days of receipt of the application
Response to telephone inquiries	A telephone call visit	Free	Within 5 rings
Attending to visitors	Official visit to NETFUND offices	Free	Within 5 minutes
Response to email inquiries, complaints, compliments or suggestions	Receipt of correspondence, compliment, complaint or suggestion	Free	Within 48 hours
Job applications - short listing	Formal application with all required documents	Free	Within 2 weeks of close of call
Job applications – response after interview	Successful attendance to interview	Free	Within 2 weeks after interview
Offer letter	Provision of all relevant documentation	Free	Within 1 week after communication of success at interview
Undertake staff performance appraisal to evaluate individual performance	Submission of duly signed and filled forms by individual departments	Free	Twice a year
Address and resolve customer complaints	Lodging of complaints in relation to services rendered through the complaints handling mechanisms	Free	Continuous
Receipting payment of cash; acknowledging cash receipts from donors and partners	Bank transfer; cheque	Free	Upon payment
Payment to creditors for goods procured	Invoice, LPO, Delivery note	Free	1 month after delivery of documentation
Payment for services rendered	Signed delivery of work, copy of LSO, invoice	Free	Within 1 week after receipt of documentation

SERVICES	REQUIREMENTS	COST	TIMELINE
Request for Quotations (RFQs)	RFQ documents	Free	7 working days
Invitation of tenders	Tender documents	Free	14 working days -National
			21 working days - International
Submission of invoices to the Finance department	Invoices, LPO/LSO triplicate, copy of contract, delivery note, certificate of acceptance committee	Free	Within 5 working days
Submission of proposals to issuing entity	All Call for Proposal requirements/ documentation	-	Proposal submitted on or before close of call
Submission of project reports to donor/sponsor	Reporting according to donor agreement/template	-	Project Reports submitted on or before due date (100% compliance with donor agreements expected)
Implementation of programme/ project activities	Financial, technical and other resources; work plans / schedules	Project resources provided by donor / sponsor	All programme/project activities implemented according to work plans / schedules agreed on (100% compliance expected)

### ACCESSIBILITY

We will be available to serve you from Monday to Friday, 8.00am - 1.00pm and 2.00pm - 5.00pm.

The NETFUND offices remain closed on weekends and public holidays.

For general information about the organization, visit our website:

[www.netfund.go.ke](http://www.netfund.go.ke)

## CUSTOMERS' OBLIGATIONS

To ensure that you receive quality service, you can assist us by:

1. Providing accurate, timely information and documentation to facilitate prompt action.
2. Upholding professionalism and integrity in your actions with us.
3. Treating our staff courteously and with respect.
4. Giving your views and comments to enable us to monitor and improve the relevance and quality of our service. We will consider all suggestions fully and promptly in our planning for service improvement and wherever possible, we shall respond immediately.
5. Giving your views in random surveys of how you perceive our services and what additional services you need; and
6. Observing and respecting our procedures, rules and regulations.

## OBLIGATIONS TO OUR CUSTOMERS

We endeavour to observe the following in the provision of services:

1. Identify and address customer needs promptly and courteously.
2. Deliver quality service and in a professional manner.
3. Provide timely and up-to-date service and/or information.
4. Maintain an open door policy to all in need of our services.
5. Simplify business processes to enhance customer experience.
6. Encourage two-way communication at all levels, internally and externally.
7. Keep customers informed of progress or setbacks in service delivery.
8. Use feedback as an opportunity to learn and improve our service delivery;
9. Welcome all complaints and address issues promptly.
10. Wear an official name tag that clearly identifies the staff member.

## ACCESS TO INFORMATION

NETFUND shall in compliance to the Access to Information Act, No. 31 of 2016 (The Act) avail or disclose to the public, information that is required for the exercise of any right or fundamental freedom. Subject to the Act:

1. NETFUND as a public entity shall proactively disclose information held by itself and provide information on request in line with constitutional principles.
2. Every Kenyan citizen has the right to access information held by NETFUND within the provisions of the Act.
3. Every citizen's right to access information is not affected by any reason the enquirer gives for seeking access; or NETFUND's belief as to what the enquirer's reasons for seeking access are.
4. The NETFUND Chief Executive Officer (CEO) is the designated Information Access Officer. All requests for information from NETFUND should, therefore, be made through the CEO.
5. Requests for access to information held by NETFUND shall be made in writing in English or Kiswahili.
6. Access to information held by NETFUND shall be provided expeditiously at a reasonable cost, if any, as outlined in the Service Charter.
7. NETFUND shall disclose information as described in Section 5 of the Act.
8. NETFUND shall limit citizen's right of access to information as prescribed in Section 6 of the Act.

## REVIEW OF THE CUSTOMER SERVICE CHARTER

To ensure efficiency and effectiveness in service delivery, NETFUND in consultation with its stakeholders shall review this service charter after two years or whenever need arises. We aim to:

- Ensure that the accuracy and quality of our services remain world-class by continuously incorporating relevant developments in our service charter.
- Further improve procedures for monitoring the quality of our services and reporting the results.
- Upgrade the ways in which we deliver our services, in line with increasing improvements in technology and the changing needs of our clients.
- Develop a more streamlined system of handling enquires and feedback on our services.

## **FEEDBACK**

Please provide your comments and suggestions on how NETFUND can improve its services to you in the future.

Any service that does not conform to our Standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

### **The Chief Executive Officer**

National Environment Trust Fund  
P.O Box 19324-00202 Nairobi Kenya  
National Water Conservation and Pipeline Corporation  
New Office Complex, First Floor  
Dunga Road, Industrial Area, Nairobi  
Tel.: 254-20-2369563, 254-202213581  
Website: [www.netfund.go.ke](http://www.netfund.go.ke)

Or

### **The Commission Secretary/Chief Executive Officer**

Commission on Administrative Justice 2nd floor West End Towers  
Opp. Aga Khan High School, off Waiyaki Way, Westlands  
P.O. Box 20414-00200 Nairobi  
Tel: + 254 (020) 2270000  
Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
Website: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)