

CITIZENS' SERVICE DELIVERY CHARTER

NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINES
1.	PROVISION OF INFORMATION TO CUSTOMERS PROCESSING OF REQUESTS FOR INFORMATION	A formal request for information by the customer	Free	Within three (3) working days
2.	STAKEHOLDER FEEDBACK Acknowledge walk-in-clients	A visit to KDIC offices by the customer	Free	Within a (1) minute
	Respond to phone calls	Contact KDIC on phone	Free	Within three (3) rings
	Respond to written correspondence	Letters addressed to the Corporation Written emails to the Corporation. (Social media)	Free	Within two (2) working days Within twenty-four (24) Within one (1) working day
3.	COMPLAINTS HANDLING Acknowledge receipt of a complaint.	A complaint formally lodged with the Corporation	Free	Within one (1) working days
	Resolution of Complaints	A complaint formally lodged with the Corporation	Free	Within fourteen (14) working days
	Refer a complaint received to the relevant agency	A complaint formally lodged with the Corporation but outside KDIC's mandate	Free	Within two (2) working days
4.	PAYMENTS FOR GOODS AND SERVICES	Fully supported invoice	Free	Within fourteen (14) working days
5.	DISCHARGE OF CHARGE Preparation and execution of documents for a customer	Submission of a valid discharge of charge form and supporting documents.	Free	Within fourteen (14) working days
6.	TRANSFER BY CHARGE Execution of transfer documents for a customer	Submission of valid full payment for the charged property, supporting documents and admission of the discharge documents by the liquidator. proof	Free	Within fourteen (14) working days.
7.	RECEIVERSHIP Inform customers on the takeover of an institution.	Appointment as Receiver by CBK	Free	Within twenty-four (24) hours
8.	LIQUIDATION Notification of appointment as a Liquidator	Publication in the Kenya Gazette and newspaper	Free	Within twenty-one (21) days of appointment as liquidator
	Notification of Payment of protected deposits	Publication of notification in a gazette notice	Free	Within thirty (30) days of appointment as a liquidator
	Payment of dividends (Residual Payment)	Submission of a valid proof of claim	Free	Within four (4) working days
	Timely payment of Protected deposits	Submission of a valid proof of claim	Free	Within seven (7) working days
9.	DEPOSIT INSURANCE Admission of a new member to Deposit Insurance Fund	Formal communication on licensing by CBK. Proof of payment of premium.	Payment of assessed premiums	Upon submission of proof of payment of the assessed premium
	Issuance of the Certificate of protection	Proof of payment of premium	Free	Within fourteen (14) working days
	Acknowledge receipt of payment of premiums	Proof of payment of premium	Free	Within two (2) working days.
	Gazettement of a valid member institution	Proof of payment of premium	Free	By 30th September annually

WE ARE COMMITTED TO EXCELLENT AND COURTEOUS SERVICE DELIVERY

Any service rendered 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 should be reported to:

CHIEF EXECUTIVE OFFICER

Old Mutual Towers, 17th Floor,
P.O. Box 45983-00100, Nairobi Kenya.
Tel: 0770 498 014 / 0775 750 417.
Email: info@kdic.go.ke; complaints@kdic.go.ke
Website: www.kdic.go.ke

The Commission Secretary/Chief Executive Officer,

Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email : complain@ombudsman.go.ke

Disclaimer

This Customer Service Charter is not intended to create any new legal rights for customers outside the statutory provisions and therefore the service standards contained herein are not legally enforceable rights.



Mrs. Hellen Chepkwony
CEO KDIC

“HUDUMA BORA, NI HAKI YAKO”