WOMEN ENTERPRISE FUND CUSTOMER SERVICE CHARTER

Women Enterprise Fund (WEF) Service Charter represents our commitment to delivering high quality services to all stakeholders. We at WEF strive to meet and exceed all our customers' expectations and have outlined our commitment to the Kenyan woman.

Vision:
'A Sustainable Fund Empowering Kenyan Women for Social Economic Development'

Mission:
To facilitate women socio-economic empowerment by providing access to credit, capacity building, market linkages, market infrastructure, and domestic and international trade through utilization of technological innovations."

Core Values:
· Integrity · Professionalism
· Innovation · Teamwork · Equality and Equity
· Diversity and Inclusivity
· Transparency and Accountability

Core Mandates
1. To provide loans to women enterprises
2. To support capacity building of the beneficiaries of WEF and their institutions
3. To support women-oriented micro, small and medium enterprises to develop linkages with large enterprises
4. To facilitate marketing of products and services of women enterprises in both domestic and international markets; and
5. To support and facilitate development of infrastructure like decent workspaces and incubation for women-owned enterprises

WOMEN ENTERPRISE FUND SERVICE MATRIX

No.	SERVICE OFFERED	REQUIREMENTS	USER CHARGES	TIMELINE
1.	Response to phone calls (Landline or any other official line)	· Phone call	Free	Fifteen (15) seconds
2.	Response to enquiry by walk-in clients	· Walk-in and make the enquiry.	Free	One (1) minute
3.	Response to correspondence	· Written correspondence (letters)	Free	Five (5) working days
		· Email and social media (Twitter, Facebook & Youtube)	Free	One (1) working day
4.	Response to public complaints and grievances	· Make a complaint	Free	One (1) working day
5.	Resolution of complaints	· Make a verbal or a written complaint.	Free	Thirty (30) working days
6.	Registration of suppliers	· Duly filled application form · Company Profile · Certificate of Incorporation/Registration · PIN Certificate · Valid Tax Compliance Certificate/Exemptions · Original bank statement · Copy of certificate of registration with relevant regulatory bodies · Non-refundable fee payment receipt · Copies of annual return forms filed by company registry · ID/passport · AGPO Certificate (Depending on the category being applied and/or if required) · PWD Certificate (Depending on the category being applied for and/or if required)	Free	Fourteen (14) working days
7.	Processing of tenders	· Submit bids for goods and services	Free	Ninety (90) days
8.	Notification of successful and unsuccessful bidders	· Access e-procurement for notification	Free	One (1) day
9.	Payment for goods and services received	· Avail invoice/delivery note/Copy of LPO/LSO and duly signed Bank details	Free	Sixty (60) days
10.	Disposal of obsolete stores	· Submission of bids	Free	Sixty (60) days
11.	Public participation in policy-making process	· Familiarization with issues and active participation	Free	One (1) day
12.	Recruitment of staff	· Make formal application based on the advertisement	Free	Ninety (90) working days
13.	Processing of request for information	· Make a request for information	Free	Twenty-one (21) days
14.	Capacity Building	· Must be a registered women's group	Training fee of Kshs.100 per trainee	Seven (7) working days after receipt of training request.
15.	Linking women enterprises to larger organizations/enterprises through trainings, exhibitions or networking opportunities	· Must be a registered women-owned business and has demonstrated need for the services. · Availability of the opportunity for linkages	Cost shared between beneficiary and WEF	Fourteen (14) working days after receipt of request.
16.	Market support through exhibitions, e-commerce platforms among others	· Availability of market support opportunities · Registered women-owned enterprise. · Producing goods and services consumed in both local and regional markets. · Make own travel arrangements	Cost shared between beneficiary and WEF	Fourteen (14) working days after receipt of request

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in the Service Delivery should be reported to:

Chief Executive Officer Women Enterprise Fund,
Britam Tower, 11th Floor, P.O Box 17126 - 00100 Nairobi
Tel.: 0714606845/6 Hotline: 0793324820
Email: complaints@wef.co.ke
Website: www.wef.go.ke

The Commission Secretary / Chief Executive Officer, Commission of Administrative Justice,
2nd Floor, West End Towers, Opposite Aga Khan High School on Waiyaki Westlands,
P. O. Box 20414- 00200, NAIROBI.
Tel: +254-20-2270000 /2303000 / 2603765 / 2409574/0777 125818/ 0800221349 (Toll free)
Email: info@ombudsman.go.ke

When you empower a Woman, you empower a Family and a whole Nation