

OUR CITIZENS' DELIVERY SERVICE CHARTER

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINES
1.	PROVISION OF INFORMATION TO CUSTOMERS	<ul style="list-style-type: none"> A formal request for information by the customer 	Free	Within three (3) working days
2.	STAKEHOLDER FEEDBACK			
	Acknowledge walk-in-clients	<ul style="list-style-type: none"> A visit to KDIC offices by the customer 	Free	Within two (2) minutes
	Respond to phone calls	<ul style="list-style-type: none"> Contact KDIC on phone 	Free	Within three (3) rings
	Respond to written correspondence	<ul style="list-style-type: none"> Letters addressed to the Corporation Written emails to the Corporation. 	Free	Within two (2) working days
			Free	Within forty-eight (48) hours
3.	COMPLAINTS HANDLING	<ul style="list-style-type: none"> A complaint formally lodged with the Corporation 	Free	Within two (2) working days
	Acknowledge receipt of a complaint.			
	Refer a complaint received to the relevant agency	<ul style="list-style-type: none"> A complaint formally lodged with the Corporation but doesn't fall within KDIC's mandate 	Free	Within two (2) working days
4.	PAYMENTS			
	Timely payment of a claim	<ul style="list-style-type: none"> Submission of a fully supported claim 	Free	Within seven (7) working days.
5.	DISCHARGE OF CHARGE			
	Preparation and execution of documents for a customer	<ul style="list-style-type: none"> Submission of a dully-filled and signed discharge of charge form 	Free	Within fourteen (14) working days
6.	TRANSFER BY CHARGE			
	Execution of transfer documents for a customer	<ul style="list-style-type: none"> Submission of proof of full payment for the charged property 	Free	Within fourteen (14) working days.
7.	RECEIVERSHIP			
	Inform customers on the takeover of an institution.	<ul style="list-style-type: none"> Appointment as a Receiver Manager by CBK 	Free	Within twenty-four (24) hours
8.	LIQUIDATION			
	Payment of protected deposits.	<ul style="list-style-type: none"> Submission of a fully supported claim 	Free	Within thirty (30) days
	Payment of dividends	<ul style="list-style-type: none"> Submission of proof of claim 	Free	Within three (3) working days
9.	DEPOSIT INSURANCE			
	Admission of a new member institution to Deposit Insurance Fund	<ul style="list-style-type: none"> Formal communication on licensing by CBK. Proof of payment of premium. 	Payment of assessed premiums	Immediate
	Issuance of the Certificate of protection	<ul style="list-style-type: none"> Proof of payment of premium 	Free	Within fourteen (14) working days
	Acknowledge receipt of payment of premiums	<ul style="list-style-type: none"> Proof of payment of premium 	Free	Within one (1) working day.
	Gazettement of a valid member institution	<ul style="list-style-type: none"> Proof of payment of premium 	Free	By 30 th 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 commitment to courtesy and excellence in Service

Delivery should be reported to:

CHIEF EXECUTIVE OFFICER

UAP 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.

Mohamud A. Mohamud
CEO KDIC

“HUDUMA BORA, NI HAKI YAKO”

VIPIMO VYETU VYA UTOAJI HUDUMA KWA MTEJA

No.	HUDUMA	KINACHOHITAJIKA ILI KUHUDUMIWA	MALIPO	MUDA
1.	UTOAJI WA HABARI MUHIMU KWA MTEJA	<ul style="list-style-type: none"> Mteja kuwasilisha ombi rasmi kwa shirika 	Bila malipo	Muda usiozidi siku tatu (3) rasmi za kazi
2.	MAJIBU KWA MTEJA			
	Kumpokea mteja anapowasili KDIC	<ul style="list-style-type: none"> Mteja kufika katika afisi ya shirika 	Bila malipo	Muda usiozidi dakika mbili (2)
	Kujibu simu	<ul style="list-style-type: none"> Mteja kupiga simu kwa shirika 	Bila malipo	Milio mitatu (3)
	Kujibu waraka/nyaraka	<ul style="list-style-type: none"> Mteja kutuma barua kwa shirika Mteja kutuma Barua pepe kwa shirika 	Bila malipo	Muda usiozidi siku mbili (2) rasmi za kazi Muda usiozidi saa arubaini na nane (48)
3.	USULUHISHAJI MALALAMISHI			
	Kumfahamisha mteja kuhusu kupokelewa kwa swala/malalamishi yake	<ul style="list-style-type: none"> Mteja kuwasilisha swala/malalamishi rasmi kwa shirika 	Bila malipo	Muda usiozidi siku mbili (2) rasmi za kazi
	Kuwasilisha swala/malalamishi ya mteja kwa shirika husika	<ul style="list-style-type: none"> Swala/malalamishi yasiohusiana na majukumu ya KDIC 	Bila malipo	Muda usiozidi siku mbili (2) rasmi za kazi
4.	MALIPO			
	Malipo kwa muda ufaao	<ul style="list-style-type: none"> Mteja kuwasilisha ombi rasmi na stakabadhi zote muhimu kwa shirika 	Bila malipo	Muda usiozidi siku saba (7) rasmi za kazi
5.	KUMREJESHEA MTEJA STAKABADHI ZAKE ZINAZOHUSIANA NA DENI Utayarishaji na utekelezaji wa stakabadhi muhimu za mteja	<ul style="list-style-type: none"> Mteja kukamilisha, kutia saini na kuwasilisha fomu rasmi kwa shirika 	Bila malipo	Muda usiozidi siku kumi na nne (14) rasmi za kazi
6.	KUANDIKISHA UPYA STAKABADHI ZA DENI KWA MTEJA TOFAUTI. Utayarishaji wa stakabadhi za mteja	<ul style="list-style-type: none"> Wasilisha stakabadhi ya kuthibitisha malipo kamili kwa mali iliyowekewa rehani 	Bila malipo	Muda usiozidi siku kumi na nne (14) rasmi za kazi
7.	URASIMU			
	Kuwafahamisha wateja kuhusu benki iliyowekwa chini ya mrasimu.	<ul style="list-style-type: none"> Benki kuu nchini (CBK) kumteuwa Meneja mrasimu 	Bila malipo	Muda usiozidi saa ishirini na nne (24hrs)
8.	UFILISI			
	Malipo ya arbuni yaliolindwa	<ul style="list-style-type: none"> Mteja kuwasilisha ombi na stakabadhi zote muhimu 	Bila malipo	Muda usiozidi siku thelathini (30)
	Malipo ya mgao	<ul style="list-style-type: none"> Wasilisha thibitisho kamili la malipo 	Bila malipo	Muda usiozidi siku tatu (3) za kazi
9.	BIMA YA ARBUNI			
	Mwanachama Kujumuishwa kwa taasisi katika hazina ya bima ya arbuni	<ul style="list-style-type: none"> Tangazo rasmi la benki kuu nchini kuhusu kupewa leseni kwa taasisi mpya mwanachama Thibitisho la malipo hitajika 	Malipo ya ukaguzi	Papo hapo
	Utoaji wa cheti cha uanachama	<ul style="list-style-type: none"> Thibitisho la malipo hitajika 	Bila malipo	Muda usiozidi siku kumi na nne (14) rasmi za kazi
	Thibitisha kupokea malipo ya mteja	<ul style="list-style-type: none"> Thibitisho la malipo hitajika 	Bila malipo	Siku moja (1) rasmi ya kazi
	Kuchapishwa kwa mwanachama mpya katika gazeti rasmi la serikali	<ul style="list-style-type: none"> Thibitisho la malipo hitajika 	Bila malipo	Tarehe thelathini mwezi Septemba kila mwaka.

TUMEJITOLEA KUKUHUDUMIA KIKAMILIFU TUKIZINGATIA UBORA WA HUDUMA ZETU

Piga ripoti kuhusu huduma zozote zinazotolewa zisizoafiki ubora huo, ama mfanyakazi wa shirika hili asiyezingatia viwango vya juu vya huduma kwa:

Afisa mkuu mtendaji,

UAP Old Mutual Towers, orofa ya 17,
S.L. Barua 45983-00100, Nairobi Kenya.
Simu: 0770 498 014 / 0775 750 417.
Barua pepe: info@kdic.go.ke;
complaints@kdic.go.ke
Tovuti: www.kdic.go.ke

Afisa mkuu mtendaji,

Tume ya utekelezaji haki (CAJ)

Orofa ya pili, West End Towers, Waiyaki Way, Nairobi.
S.L.Barua 20414-00200 Nairobi
Simu: +254 (0)20 2270000/2303000
Barua pepe : complain@ombudsman.go.ke

Ilani

Mkatoba huu wa utoaji huduma haulengi kumpa mteja haki zozote zaidi za kisheria zisizoambatana na majukumu ya KDIC, hivyo basi vipimo hivi vya huduma haviwezi kutumika kama haki za kisheria.

Mohamud A. Mohamud
Afisa mkuu mtendaji, KDIC
JUNI 2019

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