



POLICYHOLDERS COMPENSATION FUND

Dhamana ya Bima Yako

CITIZENS' SERVICE DELIVERY CHARTER

| No | Customer Support Service | Customer Requirement(s) | Cost of Service (KShs) | Timeline |
|-----|---|--|---|---|
| 1. | Response to phone calls (landline or any other official line) | Phone call | Free | 15 seconds |
| 2. | Response to enquiry by walk-in clients | Walk-in and make the enquiry | Free | 1 minute |
| 3. | Response to correspondences | Written correspondence (letters) | Free | 5 working days |
| | | Email and Social media (Twitter, Facebook & Youtube) | Free | 1 working day |
| 4. | Response to public complaints and grievances | Make a complaint | Free | 1 working day |
| 5. | Resolution of complaints | Make a verbal or written complaint | Free | 14 working days |
| 6. | Compensation of claimants | Duly filled compensation claim form submitted with prescribed supporting documentation | Free | 90 working days from the date of receipt of the claim |
| 7. | Statutory Management Services | Appointment letter by Insurance Regulatory Authority | As negotiated with the appointing authority | Within 365 days after appointment |
| 8. | Liquidate Insurance Companies | Appointment by court order | As negotiated with the appointing authority | Process commences within 24 hours upon appointment |
| 9. | Receipt of Levy | Attach evidence of payment | Free | 1 working day |
| 10. | Registration of supplies | Duly filled; <ul style="list-style-type: none"> • Application form • Company profile • Certificate of Incorporation/Registration • PIN certificate • Valid Tax Compliance Certificate/Exemptions • Original Bank Statement • Copy of Certificate or Registration with relevant regulatory bodies • Non-refundable fee payment receipt • Copies of annual return forms filed by company registry • National ID/Passport | Free | 14 working days |
| 11. | Processing of tenders | Submit bids for goods and services | Free | 90 working days |
| 12. | Notification of successful and unsuccessful bidders | Access e-procurement portal for notification | Free | 1 working day |
| 13. | Payment of goods and services received | L.P.O/Invoice Certificate of Completion/Goods/Services received | Free | 60 working days from the date of receipt of the invoice |
| 14. | Disposal of obsolete stores | Submission of bids | Free | 60 working days from the date of advertisement |
| 15. | Public participation policy-making process | Familiarization with issues and active participation | Free | 1 working day |
| 16. | Recruitment of staff | Make formal application based on the advert | Free | 90 working days |
| 17. | Processing of request for information | Make a request for information | Free | 21 working days |

PCF IS COMMITTED TO COURTESY & EXCELLENCE IN SERVICE DELIVERY

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

ABOUT POLICYHOLDERS' COMPENSATION FUND

The Managing Trustee

Policyholders' Compensation Fund

KWFT Centre, 6th Floor, Masaba-Kiambere Road

P.O Box 24203-00100 Nairobi

Tel: 0794 582 700/011 1121700

Email: info@pcf.go.ke, complaints@pcf.go.ke

The Commission Secretary/CEO

Commission on Administrative Justice

2nd Floor, West End Towers, off Waiyaki Way

P.O Box 20414-00200 Nairobi

Tel: +254-20-2270000/2303000/ 2603765/ 2409574/ 0777 125818/ 0800221349

Email: info@ombudsman.go.ke/complain@ombudsman.go.ke



PCFKenya



@PCF_Kenya



Policyholders Compensation Fund

Website: www.pcf.go.ke



“HUDUMA BORA, NI HAKI YAKO”

