



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	Submission bids for goods and services	Free	90 working days from bid submission
12.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day from bid evaluation
13.	Payment of goods and services received	L.P.O/Invoice Certificate of Completion/Goods/Services received	Free	30 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:

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



“HUDUMA BORA, NI HAKIYAKO”

