



CITIZENS' SERVICE DELIVERY CHARTER

#	Services Offered	Customer Requirement(s)	Charges	Timelines
1	Response to official line phone calls	Phone Call	Free	15 seconds
2	Response to enquiries by walk-in clients	Walk in and make inquiry	Free	1 minute
3	Response to correspondences	Write correspondence (letters)	Free	5 working days
		Email and Social Media (X, 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	Registration of suppliers	<ul style="list-style-type: none"> - Duly filled application form - Company profile - Certificate of Incorporation/ Registration - PIN certificate - Valid Tax Compliance Certificate/Exception - 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 - National ID/Passport 	Free	14 working days
7	Processing of tenders	Submit bids for good and services	Free	As requested
8	Notification of bidder status	Access e-procurement portal for notification	Free	1 working day
9	Payment for goods and services received	Submit Service/Goods, Invoice, Delivery Note	Free	60 days from invoice receipt date
10	Disposal of obsolete stores	Submission of bids	Free	60 days from advertisement date
11	Public participation in policy making process	Familiarization with issues and active participation	Free	1 working day
12	Recruitment of staff	Make formal application based on advertisement	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 days
14	Issue budget circular	Update contact details	Free	By 30th August
15	Receiving of funding proposal	Submit priority programs, projects, and activities with an estimated budget to be funded	Free	Within 14 days
16	Review of funding request	<p>Non infrastructure Funding Request</p> <ul style="list-style-type: none"> - Submit funding request - Duly completed requirements for funding/checklist - Registration certificate for sports organizations and sports persons - Evidence of approval of the funding request by the governing organ - Funding commitment <p>Infrastructure Funding Request</p> <ul style="list-style-type: none"> - Duly completed requirements for funding/ checklist - Architectural / Structural designs - Plans/Bills of quantities - Evidence of approval of the funding request by the governing organ - Funding commitment 	Free	Within 14 days
			Free	Within 60 days
17	Notification of funding request status	Update contact details	Free	Within 90 days
18	Disbursement of funds	<ul style="list-style-type: none"> - Bank account details for sports persons - A dedicated account for SASDF funds for sports organizations and Government implementing agency - Certificate of works from Public works 	Free	Within 14 days
19	Reviewing of financial and non-financial reports/returns	<ul style="list-style-type: none"> - Submit returns within 14days after completion of the event/program - Duly filled financial return template - Duly filled activity report template - Evidence of receipt of funds. - Detailed outline of expenditure - Supporting documents including any procurement documents in the case of procured goods and services 	Free	Within 14 days
20	Issuance of compliance certificate	Submit satisfactory financial and non-financial reports/returns	Free	30 days
21	Carry out research in collaboration with relevant stakeholders	Stakeholder collaboration and participation	Free	As per agreed contract period for the research

SASDF is committed to **Timely, Efficient** and **Effective Service Delivery**.

We endeavor to render our services without bias across ethnicity, physical abilities or social status.

All we serve are **Champions**, and we, are here for them.

Any services 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
Sports, Arts and Social Development Fund
Talanta Plaza, Floor 8th Floor, Wing A,
Upper Hill, Kenya Rd
P.O. Box 4644-00200, Nairobi, Kenya
Tel: +254 720 110 088, +254 789 110 088
E-mail: info@sasdef.go.ke
Website: www.sasdef.go.ke

OR

Commission for Administrative Justice (CAJ)
West End Towers, 2nd Floor,
Waiyaki Way, Westlands
P.O. Box 20414 - 00200 Nairobi.
Tel: +254 020 227 0000 / 230 3000
E-mail: feedback@ombudsman.go.ke