



Commodities Fund



CUSTOMER SERVICE CHARTER

S/No.	Service	Requirement	Cost	Timeline
1	Response to inquiries/ Suggestion	Submission of (and full disclosure of) an inquiry or suggestion	Free	Face to face: Immediately
				Email inquiries: Within 2 days
				Postal inquiries: Within 7 days
2	Response to complaints	Submission/ receipt of a complaint	Free	Acknowledgement: Within 7 days
				Resolution: Within 21 days
3	Credit Processing	Submission of a Duly Filled Loan Application Form and all requisite documents attached	1.5% of the approved Loan	35 working days
4	Provision of training services	Submission of a request/ invitation	Free	Continuous
5	Provision of Technical Financial Advice	A tendered request	Free	On the spot
6	Establishment of partnerships, linkages and/ or networks	Signing of MOUs	To be determined on case-by-case basis	Within three months
7	Payment to Suppliers	Submission of requisite documents	Free	30 Days

We are committed to courtesy and Excellency in service delivery.

If good/service delivery doesn't conform to this standard, or any of our officers does not live up to the desired courtesy and excellency in service delivery, tender a complaint to:

**MANAGING TRUSTEE
COMMODITIES FUND**

Utalii House 11th Floor; Utalii Lane, off Uhuru Highway
P.O. Box 52714 – 00200 NAIROBI
Mobile: (0728) 602427/8

Email: info@comfund.co.ke ; Website: www.comfund.co.ke

Facebook: [/commoditiesfund](https://www.facebook.com/commoditiesfund);

X (formerly Twitter): [@cofkenya](https://twitter.com/cofkenya)

(Or)

**THE COMMISSION SECRETARY/ C.E.O
COMMISSION FOR ADMINISTRATIVE JUSTICE (CAJ)**

West End Towers, 2nd Floor, Waiyaki Way, Westlands
P.O Box 20414 - 00200 Nairobi.

TEL: +254 020 2270000/ 2303000

Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO