5.0 COMMITMENT TO SERVICE DELIVERY
The Board of Trustees and staff pledge to:
- Communicate the decisions of the Board of Trustees to the concerned parties within seven (7) days from the date of the decision;
- Reply to correspondences within fourteen (14) days from the date of receipt;
- Monitor our processes and systems of operations to ensure effective service delivery.
- Ensure that applications received are processed quickly and the applicants are informed of the decision within a period of sixty (60) days from the date of receipt.
- Make payments within fourteen (14) days from the date of receipt of claim;
- Share information on a regular basis through the quarterly newsletter and the Annual Report to be distributed in March every year.
- Respond promptly to all telephone calls and promptly attend to all visitors;

6.0 COMPLAINTS
Clients are encouraged to forward complaints, suggestions and compliments to the Chief Executive Officer either in person, by post, telephone, fax or by email. A complaints/suggestion box will be maintained at the WSTF office and receipt of complaints will be acknowledged within thirty (30) days. While complaints will be treated in confidence, complainants are encouraged to identify themselves to lend credence to their complaints.

7.0 AMENDMENTS TO THE CHARTER
This Service Charter will be subject to regular review and amendment in line with the changing circumstances and in consultation with WSTF’s clients and stakeholders.

SERVICE CHARTER

1.0 BACKGROUND TO THE ORGANISATION
The Water Services Trust Fund was established as a corporate body under Section 83 (4) of the Water Act 2002. A Trust Deed was drawn by the Minister for Water and Irrigation and registered on 10 May, 2004. Subsequently, Trustees of the Fund were appointed and gazetted.

1.1 MANDATE
To assist in financing the provision of water services to areas of Kenya without adequate water services.

1.2 VISION
To become a dynamic and innovative leader locally and in the region in the financing of the water sector.

1.3 MISSION
To substantially contribute towards facilitating targeted communities in areas of Kenya that are underserved to successfully apply for financing, implement and sustainably manage quality water and sanitation services through capacity building and wide stakeholder partnership with coordinated resource mobilisation.
1.4 CORE VALUES
In the quest to provide quality service, Members of the Board and staff of the Water Services Trust Fund shall be guided by the following core values as articulated in our strategic plan for the period 2005–2008:

- Integrity
- Teamwork
- Fairness
- Gender equity
- Honesty
- Transparency
- Social Responsibility

1.5 ORGANISATIONAL STRUCTURE
The nine member Board of Trustees, which is also the overall decision-making body, sets the policies and guidelines for the overall management of the Trust Fund. The Board operates in committee basis while administratively, the organisation is headed by a Chief Executive Officer who reports to the Board.

1.6 SERVICES OFFERED
- Financial grants to communities towards capital costs of putting up their own water and sanitation projects.
- Financial grants for capacity building to ensure sustainability of funded projects.
- Mobilisation of resources for investments.

2.0 THE CHARTER
The objectives of this Service Charter are as follows:

- To raise awareness on the role, core activities and values of the Water Services Trust Fund.
- To provide information on the range of services offered; WSTF’s clientele, set operating standards; and ways and means of seeking redress in the event that services rendered by WSTF do not meet clients’ expectations.
- To continuously review customer satisfaction and devise ways of improving services provided.

3.0 CLIENTS AND OTHER STAKEHOLDERS
- The Government of the Republic of Kenya;
- Government Ministries and other water sector institutions;
- Community Organisations and organised groups;
- Bilateral and multi lateral development partners;
- Civil Society groups and faith based organisations;
- Financial institutions.
- Non governmental agencies and other service providers.

4.0 OBLIGATIONS
- The Trust Fund expects its clients to:
- Treat Trustees and Staff with respect and courtesy.
- Provide all necessary information in a timely manner.
- Comply with commitments made to the Trust Fund.
- Observe our rules and regulations.
- Transparency

The Board of Trustees and staff of the Water Services Trust Fund pledge to:
- Pursue explicit standards and procedures of service delivery to clients and provide clients with clear information about services.
- Respect clients and treat them with the dignity and courtesy they deserve.
- Place the common good of the organisation, clients and that of the public above individual self-interest.
- Utilise resources prudently and uphold principles of accountability and transparency in all dealings.
- Promote dynamism and innovative practices through continuous improvement of processes, systems and procedures.
- Uphold and safeguard the autonomy of the organisation.
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