



AGRICULTURAL FINANCE CORPORATION

AFC SERVICE CHARTER

No.	SERVICES RENDERED	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST OF SERVICE	TIMELINE
1. Information and feedback				
1.	Written Correspondence	Customer's written enquiry	Free	5 working days from the day of receipt
2.	General telephone call	Customer's telephone call	Free	Answer call on 2 nd ring with contact person identifying themselves
3.	Telephone enquiry	Customer's telephone enquiry	Free	A maximum of 24 hrs from the time of enquiry
4.	E-mail enquiry	Customer's e-mail enquiry	Free	A maximum of 12 hrs from the time of enquiry
5.	Public complaints	Customer's complaint	Free	Respond within 7 hrs and resolve within 30 days
6.	Access to information	Customers' requests	Free	Process within 21 days from the date of receipt
7.	Media enquiry	Media enquiries	Free	A maximum of 2 hrs from the time of enquiry
2. Procurement				
8.	Payment of goods and services	Satisfactory delivery of goods and services and related invoices	Free	A maximum of 45 days from the date of satisfactory delivery of goods/service other than where special credit arrangement exist
3. Operations				
9.	Processing applications for small scale loans	Project proposal/ Application letter	Free	Process loan application within 6 days from the date of receipt of the application form
10.	Processing applications for large scale loans	Project proposal/ Application letter	Free	Process loan application within 10 days from the date of receipt of the application form
11.	Loan application feedback	Loan application documents and information required	Free	Provide feedback within 48 hours
12.	Loan disbursement	Perfected legal documents	Free	Disburse loans approved within 5 working days from execution of loan agreement
13.	Loan appeals	Written letter of appeal by client	Free	Provide feedback within 7 days from the date of appeal
4. Finance				
14.	Annual statement	Customer's request	Free	Provide one annual loan statement of account
15.	Loan repayment	Cash/Cheques/Banker's orders/ Standing orders/EFT/RTGS	Free	Provide an official receipt upon making payments instantly

PUBLIC COMPLAINTS AND ACCESS TO INFORMATION CONTACT DETAILS

Mobile-Hotline: 0704-153773, 0788-524998

General line: 0725-579769, 0725-580007, 0724-253521/22, 0725-576889, 0733-600039/40

Landline: 020-3317199, 020-3272000, 3317205/06/07/16

E-mail: complaints@agrifinance.org | customerservice@agrifinance.org | info@agrifinance.org

Complaints may be lodged with: The Commission on Administrative Justice: Office of the Ombudsman

2nd Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way - Westlands

P.O.Box 20414 - 00200 Nairobi Tel: +254-20-2270000 / 2303000 / 2603765 / 2441211 / 8030666

Email: info@ombudsman.go.ke (for general inquiries), complain@ombudsman.go.ke (for complaints)



www.ombudsman.go.ke



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