



ENERGY REGULATED NON-WDT SACCO SOCIETY LTD

SERVICE CHARTER

December 2023

1. Introduction

A Service Charter is an agreement or contract between a service provider and receivers or users of the service.

This Charter marks a bold and significant step towards a transparent and accountable approach in delivery of our services to our members as we endeavor to provide high quality services to them. It underlines the importance of our stakeholders by bringing their needs and expectations into perspective.

2. Our Commitment:

This Customer Service Charter marks an important milestone in Energy Sacco Society's commitment to excellence in service delivery. It is a commitment by the Sacco to offer excellent service to all its customers and stakeholders.

3. Our Obligations:

The Board shall endeavor to provide our stakeholders with high quality service by:-

- Communicating effectively
- Acting on any feedback relayed and prompt response.
- Providing accurate, complete and up-to-date information.
- Having competent and knowledgeable staff in regard to our products and services.
- Being polite and courteous

4. Members' responsibilities:

- To be courteous and respectful to our staff.
- To be kind and polite to other customers.
- To attend meetings (Members education, AGM, SGM and other meetings convened) punctually.
- To always adhere to the Sacco By-laws, rules and regulations.
- To engage us in constructive criticism through the laid down procedures.
- To comply with Kenyan laws in dealing with the Society.
- To provide accurate information and authentic documents during transaction.
- To exercise honesty and integrity in transacting with us.
- Not to offer inducement by way of gifts and favors to Board of Directors or staff, or to solicit the same in return for our services.

5. Staff's Promise

When you visit us, we shall:

- Attend to you within ten (10) minutes of your visit.
- Treat your concern with confidentiality and privacy.

When you call us on the telephone we shall:

- Answer your call within the 3rd ring.
- Be ready and willing to serve.
- Let you know who you are speaking to

- Remain polite, courteous and friendly

When you write an e-mail to us we shall:

- Provide an initial response within 12 hours
- Let you know who is dealing with your inquiry
- Remain polite and courteous.
- Address the issue to completion within 48 hours i.e. 3 days

When you contact us via social media (Facebook & Twitter) we shall:

- Provide an initial response within 24 hours and follow-up on agreed action
- Remain polite and be courteous.

When you need information from us we shall:

- Ensure we provide you with accurate, complete and up-to-date information
- Ensure that our website and web-portal are accessible

When you have a complaint about our service, we shall:

- Acknowledge receipt of complaint with an initial response within 12 hours
- Resolve the complaint within 48 hours i.e. 3 working days

6. Boards Promise to staff:

The society recognizes its staff as its most valuable resource and will therefore continue to develop and motivate them through:-

- Staff training
- Provision of a conducive working environment
- Continuous performance appraisal
- Efficient handling of personnel matters
- Timely payment of salaries/allowances/benefits

Approval of the Policy

We, the undersigned, individually and collectively, give commitment to the implementation of the Investment Policy by appending our signatures on behalf of the Board of Directors.

Signed.

Chairman:

Name Paul N. Mbuti Sign [Signature] Date... 20/2/2024

Secretary:

Name Stella Ndumi Sign [Signature] Date... 20/2/2024

Treasurer:

Name Tom O. Okoo Sign [Signature] Date... 20-02-2024

