



KENYA CLIMATE SMART AGRICULTURE PROJECT (KCSAP)

CITIZEN SERVICE DELIVERY CHARTER

No.	Services Provided	Client Obligation	Charges	Time Frame
1	Response to client enquiries	Place a request	Free	immediately
2.	Mobilization and approvals of investment proposals	Submission of proposals	Free	3 months after the call for proposals
3.	Disbursements of Investment grants	Community contributions	Free	Immediately to 1 month
4.	Redress of beneficiaries grievances	Submission of grievance	free	As per the nature of the grievance
5.	Response to Environmental and Social issues	Place an enquiry	free	2 weeks and/or as per the nature of the enquiry
6.	Monitoring and evaluation of project investments	Provision of necessary data	free	continuous

For further information, please contact

**Kenya Climate Smart Agriculture Project (KCSAP)
COUNTY COMMISSIONER'S OFFICES, BLOCK "B" GROUND FLOOR
P.O BOX 1930 – 10100 NYERI
Email: kcsapnyeri@gmail.com**

HUDUMA BORA NI HAKI YAKO