



CITIZEN SERVICE DELIVERY CHARTER

| DESCRIPTION OF SERVICE | REQUIREMENTS | COST IMPLICATION (KSHS) | TIMELINES |
|---|--|-------------------------|--|
| Customer handling (response to verbal enquiries and requests) | Enquiry by customer | Free | Immediate |
| Response to phone calls | None | Free | By the third ring |
| Response to written correspondence | Email | Free | Within 2 days |
| | Letter | Free | Within 7 days |
| Processing of payment for goods and services | Presentation of relevant documents (LSO, LPO, Invoices) and any other documents as may be required | Free | Within 30 days after presentation of documents |
| Resolution of complaints | Written complaint providing specific details | Free | Within 10 days |

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

Contact Information All public correspondences may be addressed to:

The Chief Executive Officer,
The Sacco Societies Regulatory Authority (SASRA)
 P.O. Box 25089-00100,
 Nairobi, Kenya
 Tel: +254 (20) 2935101
 E-mail: info@sasra.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
 2nd Floor, West End Towers, Waiyaki way,
 Nairobi.
 P.O. Box 20414-00200 Nairobi
 Tel : +254 (0)20 240337/0722970604
 Email : info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



THE SACCO SOCIETIES REGULATORY AUTHORITY

The Sacco Societies Regulatory Authority (SASRA) is a semi-autonomous Government Agency under the Ministry of Trade, Industry and Co-operatives. It is a creation of the Sacco Societies Act 2008 and was inaugurated in 2009 charged with the prime responsibility to license and supervise Deposit Taking Sacco Societies in Kenya.

VISION

A distinguished regulator of a financially inclusive and stable SACCO sector

MISSION

To effectively regulate, supervise and develop the SACCO sector by promoting sound business practices in order to enhance stability, growth, access to financial services and member protection.

MANDATE

The mandate of the Authority as provided by the Act includes the following:

- a) License Sacco societies to carry out deposit-taking business in accordance with this Act;
- b) Regulate and supervise Sacco societies;
- c) Hold, manage and apply the General Fund of the Authority in accordance with the provisions of this Act;
- d) Levy contributions in accordance with this Act;
- e) Do all such other things as may be lawfully directed by the Minister; and
- f) Perform such other functions as are conferred on it by this Act or by any other written law