

Services to Our Clients:

To institutions catering for persons with disabilities:

We support Institutions for and of persons with disabilities through cash grants to help:

- Improve the infrastructure and facilities, especially those that make the environment disability friendly, and
- Cater for more Persons with disabilities in better and more practical ways.

To qualify, an Institution needs to do the following:

- Fill our Forms “A” – Yellow in color (grants)
- Respond to our call for proposal (flagship projects)
- Obtain relevant endorsements from Government administration.

Requirements

- Be mainly catering for persons with disabilities
- Be registered

To Individuals:

We empower persons with all types of disabilities to realize their potential through socio economic integration by providing:

- Mobility appliances such as wheelchairs, tricycles, crutches and white canes as well as handicap appliances such as hearing aids.
- Various tools of trade to either start or support income generating activities such as sewing machines, hair salon kits, masonry tool kits, carpentry tool kits, welding machines, battery chargers, livestock e.t.c.

To qualify, an individual needs to:

- Be a person with a disability.
- Fill in our Forms “B” – Blue in color.
- Obtain relevant endorsement from Government administration
- Be formally trained/apprenticed to use the apparatus requested, in case of vocational tool of trade.

When to Apply:

Any time of the year - Forms ‘A’ and ‘B’
Month of July - Flagship Project

Obligations and responsibilities of our beneficiaries:

We expect all the beneficiaries, especially the Institutions to:

- Be courteous and always cooperate with our staff to enable us to serve them better.
- Acknowledge our assistance.
- Send a utilization statement on how the assistance was used and continually update us on progress made as a result of the assistance given.
- Take good care of equipment given.
- Be honest and provide us with the right information.

Our Service Standards:

When you send us your request:

- We shall respond as soon as possible, depending on the backlog in your Sub-county of application.

When you call us:

- We shall respond to your enquiry immediately and identify ourselves by the Fund’s name. If your enquiry cannot be dealt with immediately, we shall try and get back to you within 2 (two) working days.

When you visit our offices:

- Clients shall be attended to promptly and referred to the relevant service point.

When you write to us:

- We shall respond to your correspondence within 5 (working) days upon receipt of the same.

Confidentiality:

- We shall treat your concerns with the confidentiality and urgency they deserve.

Complaints:

The National Fund for the Disabled of Kenya (NFDK) views complaints as being key to the continuous improvement of services. If you have a complaint about our standard of service, please send us your feedback through email, telephone or letter. We shall respond promptly and appropriately.



Empowerment of persons with disabilities

SERVICE CHARTER

Our contacts:

The Chief Executive Officer
National Fund For The Disabled of Kenya
2nd Floor, Rehema House
Kaunda Street/standard Street
P.O. Box 47857-00100, G.P.O.
Nairobi, Kenya

Tel: 020-2251791/2133653
Mobile: 0722200783/0735769852
SMS - 0729814720
Email: info@nfdk.or.ke
Website: www.nfdk.or.ke

Hours of Service:

8.00 a.m. to 5.00 p.m.
on all weekdays except public holidays

Vision

High quality life for persons with disabilities in Kenya

Mission Statement

To offer the best support services to persons with disabilities in Kenya through provision of resources, promotion of awareness and advocacy of appropriate policies.

Mandate Of The Fund

To enhance social and economic empowerment of persons with disability in Kenya.

Core Values:

The values that the Fund embraces are:

- Professionalism, transparency, accountability and probity.
- Promotion and protection of equity and equality for all.
- Teamwork and mutual respect for each other and clients.
- Trustworthiness, dependability and honesty.
- Operating in an environmentally friendly manner and promoting accessibility.

Our Core Business:

To support and provide assistance to needy persons with disabilities in Kenya and institutions that assist in this work.

Strategic Objectives

Objective 1: To ensure effective and efficient service delivery.

Objective 2: To expand capital base and revenue generation.

Objective 3: To attract, develop and retain competent, motivated and committed staff.

Objective 4: To strengthen integration of information communication technology in decision making and service delivery.

Objective 5: To enhance and maintain a positive corporate image and visibility.

Objective 6: To establish and strengthen organizational and individual collaborations and linkages.

STAKEHOLDERS	STAKEHOLDER EXPECTATIONS	FUND'S EXPECTATIONS
Persons with Disabilities	<ul style="list-style-type: none">• Efficient, timely and effective service delivery• Advocacy and information on rights of Persons with Disability	<ul style="list-style-type: none">• They are the main and direct beneficiaries from the Fund's activities.• Completed and properly endorsed application forms.
Organizations of/for people with Disabilities	<ul style="list-style-type: none">• Equity and equality in project funding• Open and sustained communication	<ul style="list-style-type: none">• Partner in projects• Giving of grants• Sharing information• Help set standards for each other
Board of Trustees	<ul style="list-style-type: none">• Efficiency and effectiveness from the secretariat	<ul style="list-style-type: none">• Provide strategic leadership to the Fund
Employees/Staff	<ul style="list-style-type: none">• Conducive working environment• Professional development• Fair remuneration and incentives	<ul style="list-style-type: none">• Human resource element required for the day-to-day running of the Fund
Government of Kenya, Ministries, Departments and Agencies (MDAs)	<ul style="list-style-type: none">• Proper accountability of resources• Overall co-operation• Supplementary funding	<ul style="list-style-type: none">• Supplementary funding• The Fund is answerable to the Patron• The Fund's mandate stems from the Government• For guidance and facilitation
Tenants in the Fund's Buildings	<ul style="list-style-type: none">• Proper tenancy management• Compliance with contractual obligations	<ul style="list-style-type: none">• Main source of revenue for the Fund
Development Partners	<ul style="list-style-type: none">• Accountability and transparency in utilization of resources	<ul style="list-style-type: none">• Fund raising/financial support and public relations• Benchmarking on best practices
Suppliers to the Fund	<ul style="list-style-type: none">• Good and conducive working relationship• Timely payment• Reasonable lead time	<ul style="list-style-type: none">• Procurement of quality goods and services
Local Business Community	<ul style="list-style-type: none">• Accountability and transparency• Promotion of their visibility	<ul style="list-style-type: none">• Fund raising/financial support and public relations
Fund's Bankers	<ul style="list-style-type: none">• Compliance with banking laws and regulations	<ul style="list-style-type: none">• Provision of efficient banking services• Competitive investment opportunities
General Public	<ul style="list-style-type: none">• Timely and effective dissemination of information• Leading role in advocating rights of Persons with Disabilities	<ul style="list-style-type: none">• Moral and resource support to PWD• Collective support and promote institutions of/for PWD