**Approval from Governance Board**

**Project:** Safaricom Digital Customer Service Portal  
**Date:** August 2025

This project has been reviewed and is submitted for approval by the Safaricom Governance Board. Approval will authorize the release of funds and allow commencement of the project as per the defined scope, budget, and timelines.

| **Name** | **Role** | **Signature** | **Date** |
| --- | --- | --- | --- |
| [Sponsor Name] | Project Sponsor |  |  |
| [Governance Head] | Governance Board Chair |  |  |
| [Finance Head] | Finance Approval |  |  |