



Retirement Benefits Authority

SERVICE DELIVERY CHARTER

NO	SERVICE	REQUIREMENT TO OBTAIN SERVICES	COST	TIMELINE
1	<b>COMPLAINT HANDLING</b>	File an official complaint or dispute with regards to the running of retirement benefit scheme.	-	Acknowledge your complaint within 2 working days  Aim to reply within 10 working days
2	<b>TRAINING</b> i. Member Education  ii. Trustees Training  iii. Retirees Training	Trustees to request the Authority  Respond to the Authority's invitation  Respond to Authority's invitation	-	Reply within 7 working days
3	<b>REGISTRATION AND LICENSING</b> <b>a. Registration of schemes</b>  <b>b. Licensing of service providers</b> i. Fund Managers Fee ii. Custodians Fee iii. Administrators Fee	A4 Application form for occupational schemes, A3 forms for individuals schemes  Application forms	-  <b>Ksh. 50,000</b> <b>Ksh. 50,000</b> <b>Ksh. 50,000</b>	Registration within 90 days upon receipt of required documents.
4	<b>INQUIRIES ON RETIREMENT INDUSTRY</b>	Call Us  Write to Us by letter , fax or email  Visit our offices	-	Answer within 20 seconds  Respond within 7 days after receipt  See you within 15 minutes without an appointment or 10 minutes with an appointment

"Commitment 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 the commitment of courtesy and excellence in

Service Delivery should be reported to :

a. **The Chief Executive Officer**

**Retirement Benefits Authority**

**P. O. Box 57733 - 00200**

**NAIROBI**

**Tel: 2809000/0726600001/0735339132**

**complaints@rba.go.ke**

b. **Chairman**

**Commission on Administration of Justice**

**P.O Box 20414 - 00200**

**NAIROBI**

**Shell & BP House 6th Floor**

**Tel. 020-2270000**

**OUR SERVICES ARE FREE**