



Retirement Benefits Authority

SERVICE DELIVERY CHARTER

| NO | SERVICE | REQUIREMENT TO OBTAIN SERVICES | COST | TIMELINE |
|----|---|---|---|---|
| 1 | COMPLAINT HANDLING | 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 | TRAINING 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 | REGISTRATION AND LICENSING a. Registration of schemes b. Licensing of service providers i. Fund Managers Fee ii. Custodians Fee iii. Administrators Fee | A4 Application form for occupational schemes, A3 forms for individuals schemes Application forms | - Ksh. 50,000 Ksh. 50,000 Ksh. 50,000 | Registration within 90 days upon receipt of required documents. |
| 4 | INQUIRIES ON RETIREMENT INDUSTRY | 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