



# *Service Charter*

## **VISION**

*A dynamic and secure retirement benefits sector.*

## **MISSION**

*To develop, safeguard and deliver value to the retirement benefits sector through excellence in service delivery.*

## **QUALITY POLICY**

*Developing and safeguarding the retirement benefits sector through:*

- (i) Commitment to continued excellence in service delivery.*
- (ii) Upholding professionalism, integrity and sensitivity to stakeholder interests.*
- (iii) Operating a quality management system within the framework of ISO 9001:2008 standards.*
- (iv) Continual improvement of quality management system.*

## **CORE VALUES**

- (i) Firmness and fairness.*
- (ii) Transparency and accountability.*
- (iii) Innovation and dynamism.*
- (iv) Proficiency in quality service delivery.*
- (v) Integrity.*

## **SERVICE AND STANDARDS**

*We aim to:*

- (i) Ensure that people are aware and have access to channels for saving for retirement, and are not subject to any form of discrimination.*
- (ii) Educate the public, trustees, members and sponsors on their rights and responsibilities.*
- (iii) Protect the interests of members and sponsors.*
- (iv) Supervise the industry in accordance with the Retirement Benefits Act.*
- (v) Contribute to the development of the industry through research and from inputs received from our stakeholders through public participation.*
- (vi) Promote and support the welfare of people in retirement.*

### **Our Standards**

*Identification*

- (i) Whenever a client contacts us, our officer handling the case will provide his/her name.*
- (ii) All our members of staff wear the corporate name badge.*

### **Our Service**

*(i) Complaint Handling*

*When a client files an official complaint or dispute with regard to the running of a retirement benefits scheme, we shall acknowledge the complaint within **two** working days, and aim to reply within **ten** working days. These services will be offered free of charge.*

*(ii) Training*

*This comprises of member education, trustee and pre-retirement training.*

*We aim to reply to requests for training within **seven** working days, and our services are free of charge.*

*(iii) Registration and Licensing*

*The Authority registers retirement benefits schemes and also give licenses to the scheme service providers. Schemes and service providers are required to submit the relevant application forms*

for registration and licensing, which can be downloaded from our website. The cost of licensing for the service providers (Fund Manager, Custodian and Administrator) is Ksh. 50,000 each.

The registration process should be completed within **ninety** days upon receipt of all documents.

**(iv) Enquiries on Retirement Industry**

When we receive a phone call:

- We aim to answer calls and enquiries within three rings.
- If we cannot deal with the enquiry immediately, we will arrange to return the call at an agreed time.

**When a client visits our offices**

If a client pays a visit without an appointment, we shall try to see him/her within **ten** minutes. If he/she has an appointment, we shall aim to see him/her within **five** minutes of the appointed time.

**Other arrangements**

If a client cannot come to our offices for some reason, we may arrange to meet him/her at their convenient place and time.

**When a client writes to us**

- (i) When a client requests for information from us through a letter, fax or e-mail, we shall respond within **seven** working days from receipt of the communication.
- (ii) Should we not be in a position to handle the case, we shall notify the client on this within seven working days.

**Addressing Complaints referred to us by the Commission on Administrative Justice**

Acknowledgement of correspondence:

- (i) For e-mails, this shall be done within **two** working days.
- (ii) We aim to respond to complaints within **ten** working days.

**'Commitment to Courtesy and Excellence in Service Delivery'**

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

- (i) The Chief Executive Officer  
Retirement Benefits Authority  
P. O. Box 57733 - 00200  
**NAIROBI**  
Tel: 2809000/0726600001/2/3;0735339132  
E-mail: [info@rba.go.ke](mailto:info@rba.go.ke)  
or for complaints; [complaints@rba.go.ke](mailto:complaints@rba.go.ke)
- (ii) The Chairman  
The Commission on Administration of Justice 'Office of the Ombudsman'  
Second Floor, West End Towers, Opposite Aga Khan High School off Waiyaki Way,  
Westlands  
P. O. Box 201414 - 00200  
**NAIROBI**  
[@ombudsman.go.ke](mailto:@ombudsman.go.ke) [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) (for complaints)

**OUR SERVICES ARE FREE**



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Retirement Benefits Authority

*Safeguarding your retirement benefits*

*Retirement Benefits Authority  
13<sup>th</sup> Floor, Rahimtulla Tower, Upper Hill Road  
P.O. BOX 57733-00200, Nairobi  
Tel: 2809000/0722509939/0735339132  
email: [info@rba.go.ke](mailto:info@rba.go.ke) [www.rba.go.ke](http://www.rba.go.ke)*

*For complaints*

*Toll free: 0800720300 (Safaricom) Email: [complaints@rba.go.ke](mailto:complaints@rba.go.ke)*