



REPUBLIC OF KENYA

Citizens' 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. Retirement Planning	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 three rings Respond within 7 days after receipt See you within 10 minutes without an appointment or 5 minutes with an appointment

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Chief Executive Officer Retirement Benefits Authority P. O. Box 57733 - 00200 NAIROBI Rahimtullah Tower, 13th Floor Upper Hill Road, Opp. UK High Commission. Nairobi Tel: 2809000/0726600001/0735339132 complaints@rba.go.ke	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi Tel : +254 (0)20 2270000/2303000 Email : complain@ombudsman.go.ke
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HUDUMA BORA NI HAKI YAKO



REPUBLIC OF KENYA

HATI YA UTOAJI WA HUDUMA



Retirement Benefits Authority
Safeguarding your retirement benefits

	HUDUMA	UNACHOHITAJI KUPATA HUDUMA	GHARAMA	MUDA
1	KUSHUGHULIKIA MALALAMIKO	Wasilisha malalamiko rasmi au mgogoro kuhusu usimamizi wa mpango wa malipo ya uzeeni.	–	Jibu malalamiko yako kwa muda usiozidi siku mbili za kazi. Lenga kujibu kwa muda usiozidi siku 10
2	MAFUNZO i. Elimu kwa wanachama ii. Mafunzo kwa wadhamini iii. Mafunzo kwa watakaostaafu	Wadhamini wataiomba Mamlaka Kujibu mwaliko wa Mamlaka	–	Kujibu ombi kwa muda usiozidi siku 7
3	USAJILI NA KUTOLEWA LESENI a. Usajili wa mipango ya malipo ya uzeeni b. Kutolewa kwa leseni kwa watoa huduma i. Ada ya wasimizi wa hazina ya fedha ii. Ada ya wasimamizi wa Akaunti iii. Ada ya wasimamizi	Fomu ya Maombi ya A4 kwa mipango inayoanzishwa na waajiri, fomu za A3 kwa mipango ya kibinafsi. Fomu ya Maombi	– Ksh. 50,000 Ksh. 50,000 Ksh. 50,000	Usajili kufanyika kwa muda usiozidi siku 90 baada ya kupokea stakabadhi zinazohitajika.
4	MASWALI JUU YA MALIPO YA UZEENI	Tupigie Simu Tuandikie barua, faksi au barua pepe Tembelea ofisi zetu	–	Tutajibu kwa muda chini ya sekunde 20 Kujibu kwa muda chini ya siku 7 Tutakuona kwa muda chini ya dakika kumi ikiwa huna miadi au dakika tano ikiwa una miadi

"Tumejitolea kwa heshima kutoa huduma bora"

Ikiwa huduma yoyote hailingani na viwango vilivyo hapo juu au afisa hawajibiki kutoa huduma piga ripoti kwa:

1. Afisa Mkuu Mtendaji Retirement Benefits Authority S.L.P 57733 - 00200 NAIROBI Simu: 2809000/0726600001/0735339132 Barua pepe: complaints@rba.go.ke	2. Katibu wa Tume/ Afisa Mkuu Mtendaji Tume ya Usimamizi wa Haki Second Floor, West End Towers, Waiyaki Way, Nairobi. S.L.P 20414-00200 Nairobi Simu : +254 (0)20 2270000/2303000 Barua pepe : complain@ombudsman.go.ke
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