



# Ministry of Labour, Social Security and Services Citizens' Service Delivery Charter

## Vision

“A competitive workforce and a just society”

## Mission

“To promote decent work and enhance empowerment of vulnerable groups”

## Core Values

- Customer Focus
- Child friendliness
- Integrity, Transparency and Accountability
- Respect and sensitivity to the rights and needs of vulnerable groups
- Promotion of best labour practices
- Embracing diversity in labour and social protection

## Our Service Standards

SERVICES RENDERED/ DELIVERED	REQUIREMENTS FROM THE CUSTOMER	USER CHARGES	TIMELINES
Response to correspondence	Correspondence	None	Within 3 days
Conciliation and investigation of Trade Disputes	Co-operation of workers, trade unions and employers and adherence to the provisions of the Labour Laws	None	Within 3 Months
Resolution of labour complaints	Co-operation of Workers, Trade Unions and employers and adherence to the provisions of the Labour Laws	None	Within 3 Months
Attestation of foreign contracts of service	Co-operation of job seekers, employers and recruitment Agencies	Security bond by employee/agencies	Within 30 days
Provision of Labour Market Information to stakeholders and members of the public	Specific request for labour market information	None	Within 30 days
Inspection of Trade Unions books of accounts	Prescribed books (as per the Labour Relations Act 2007)	None	Within 15 days
Registration of Trade Unions	Duly filled Form A	Kshs.15,000	Within 6 months
Medical examination of workers	Availability of the workers for examination	KShs. 500 (excluding cost of medical tests)	Within 7 days
Processing of work injury benefits	Notification of the accident through duly filled document (DOSH1)	None	Within 15 days
Training of workers and employers on Occupational Safety and Health	Written request from employer for the training	Kshs. 90,000 per workplace (maximum of 25 persons per group)	Within 14 days from time of request
Capacity building on productivity	Request from employer	None	Within 30 days
Determination of productivity at firm levels	Availability of operations and financial data	None	3 months
Implementation of productivity improvement interventions at firm or organizational level	Request from employers Top management commitment	None	Within 3 months
Placement of job seekers	Credentials of job seeker and vacancy notification	None	Within 30 days
Accreditation of employment Agencies	Particulars of the Employment Agency Adherence to the guidelines	None	Within 7 days
Analysis of Collective Bargaining Agreements (CBAs) for registration by the Industrial Court	Dully signed CBA from parties	None	Within 7 days
Mobilization and registration of self help groups	Duly completed self-help group registration application form Group constitution & list of interim officials A list signed by all members and indicating their respective ID card numbers	Kshs. 1,000	A maximum of 2 Weeks
Cash Transfer to vulnerable Older Persons.	Must be 65 years and above. Identified by local community as very poor	Free	Every 2 months
Cash Transfer to persons with severe disabilities	Proof of severe disability	Free	Every 2 months
Registration of Adoption Societies	Formal request and compliance with adoption regulations	Kshs. 50,000 for local societies & Kshs. 100,000 for international societies Annual renewal attracts half the fee.	30 working days
Registration of Charitable Children's Institutions (CCIs)	Formal request & compliance with CCIs regulations	Free	Within 3 months
Cash Transfer for Orphans and Vulnerable (CT-OVC)	Orphan child (below 18 years), poor and vulnerable	Free	Every 2 months
Toll free Child Helpline (116)	Information on a child in need of care and protection	Free	Immediate
Payment for goods and services rendered	Duly approved supporting documents	None	21 days

**“Huduma bora ni haki yako”**

All enquiries should be directed to: The Principal Secretary, Ministry of Labour, Social Security and Services

Social Security House, Block “A”, 7<sup>th</sup> Floor Bishops Road

P. O. Box 40326 – 00100, NAIROBI

Tel: +254-20-2729800 Fax: +254-20-2726497

E-mail: [principalsecretary@labour.go.ke](mailto:principalsecretary@labour.go.ke) / [info@labour.go.ke](mailto:info@labour.go.ke)

Website: [www.labour.go.ke](http://www.labour.go.ke)