



Kenya School of Government
Staff Retirement Benefit Scheme

Service Delivery Charter

2023-2025

APPROVAL OF THIS SERVICE DELIVERY CHARTER

The Kenya School of Government Staff Retirement Benefit Scheme Board of Trustees deliberated on and adopted this service delivery charter in its meeting of The charter was approved for use with effect from

The Board of Trustees will review the charter from time to time and in any case within a period of three years. All amendments will be communicated in writing. This will provide assurance that the charter will remain consistent with the Scheme's mandate, objectives, roles and responsibilities.



Mr. Joseph Musyoki
Chairman, Board of Trustees
Kenya School of Government
Staff Retirement Benefit Scheme



Prof. Nura Mohamed, Ph.D., EBS
Trust Secretary
Kenya School of Government
Staff Retirement Benefit Scheme

Table of Contents

1. Introduction	4
2. Purpose of this Charter.....	4
3. Our Functions	4
4. Our Vision	4
5. Our Mission.....	5
6. Our Core Values	5
7. Our Stakeholders	5
8. Our Commitment.....	5
9. Your Rights as our Client.....	5
10. Your Obligations as our Client.....	6
11. Feedback from our Clients.....	6
12. Review of the Service Charter	6
13. Service Delivery Standards	6
14. To get in touch with us.....	7

1. INTRODUCTION

The Kenya School of Government Staff Retirement Benefit Scheme, formally known as Kenya Institute of Administration Staff Retirement Benefits Scheme, is a Defined Contribution (DC) Retirement Benefits Scheme established under irrevocable trust for the employees of the Kenya School of Government. At inception in 2003, the Scheme was a Defined Benefit (DB) and was successfully converted to a Defined Contribution Scheme in year 2009. The Scheme is governed by the Trust Deed and Rules and including any subsequent amendments to it. The original Trust Deed and Rules has been amended three times with the 2021 amendment being the fourth. The Scheme is registered by both the Retirement Benefits Authority (RBA) and the Kenya Revenue Authority (KRA).

2. PURPOSE OF THIS CHARTER

In pursuant to our vision for secure, prosperous and sustainable retirement life for our Scheme members, this Charter sets out the Scheme's commitment to offer the highest quality of services to all our stakeholders. It outlines the scope and standards of services that stakeholders should expect from the Scheme. The Charter is a demonstration of our commitment to the needs of our stakeholders and a reflection of our dedication to matters relating to retirement benefits. It also outlines our mandate, our core values and recognizes various categories of our clients, their rights and obligations as well as the channels through which to give feedback on our services.

3. OUR FUNCTIONS

The Scheme is constituted in Kenya as a Defined Contribution Scheme and the main purpose of the Scheme is the provision of pension and other retirement benefits for members upon their retirement from the Sponsor's service and relief for the Dependants of deceased members and, for that purpose, the Trustees shall hold the contributions paid to them by the Sponsor and the Members and any other sums, investments and income and all lump sums representing the same upon trust for the respective persons for whose benefit such sums and other benefits are expressed to be payable in accordance with the provisions of the Scheme Trust Deed and the Rules.

The Scheme has been set up to collect, invest and manage the members' contributions for provision of retirement benefits for the members upon their leaving service or to any dependents to the deceased member's estate upon their death while in service (beneficiaries). Members join the Scheme upon confirmation of employment by the Sponsor and thereafter contribute 7.5% of basic salary and the employer contributes 15% of basic salary.

4. OUR VISION

A secure, prosperous and sustainable retirement life for our Scheme members

5. OUR MISSION

To prudently manage the Scheme towards providing quality life to our members and the beneficiaries

6. OUR CORE VALUES

Kenya School of Government Staff Retirement Benefit Scheme (KSG-SRBS) will uphold the following values as the guiding principles for its operations:

- i. **Hope:** Providing confidence to members in our ability to persevere and to achieve goals
- ii. **Accountability:** Each of us is responsible for our words, our actions, and our results
- iii. **Professionalism:** We shall endeavor to demonstrate reliability, competence and expertise in all our dealings
- iv. **Integrity:** Being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values

7. OUR STAKEHOLDERS

- i. Scheme Members
- ii. Service providers
- iii. Kenya School of Government (Sponsor)
- iv. Suppliers of goods, services and works
- v. The media

8. OUR COMMITMENT

We are committed to:

- i. Ensure proper documentation and confidential handling of information that is provided while seeking services from us
- ii. Treat our clients with utmost respect and due courtesy
- iii. Ensure our clients receive professional services
- iv. Ensure inclusivity and participation of our clients
- v. Provide a safe and conducive environment
- vi. Uphold ethics and integrity while dealing with clients at all times
- vii. Comply with statutory regulations relating to our operations

9. YOUR RIGHTS AS OUR CLIENT

You have the right to:

- i. Quality and timely services in all areas of operation
- ii. Complete, relevant and accurate information
- iii. Privacy and confidentiality of information that you may share with us
- iv. Proper engagement and inclusion in services
- v. Top notch customer relations including treatment with respect and courtesy
- vi. Secure and conducive environment while at our scheme

- vii. Complain when aggrieved by any aspect of our services

10. YOUR OBLIGATIONS AS OUR CLIENT

In order for us to serve you better and deliver on our commitment to you, we expect that you shall:

- i. Provide us with relevant, timely and accurate information and documentation as required by the serving officer
- ii. Treat staff with respect and courtesy
- iii. Respond promptly to any information request from us
- iv. Uphold ethics and integrity at all times
- v. Provide honest feedback and recommendations
- vi. Comply with rules and regulations of the Scheme

11. FEEDBACK FROM OUR CLIENTS

We encourage clients to give feedback on our services through any of the following channels:

- i. Customer feedback registers placed at all service desks
- ii. Suggestion boxes at strategic points
- iii. In person visits to our offices
- iv. Our social media platforms (Facebook and Twitter)
- v. Dedicated email: customerfeedback@ksg-srbs.ac.ke
- vi. Supplier evaluations
- vii. Service provider evaluation

The feedback will be analyzed to inform our improvement. It will be treated positively, with utmost confidentiality, and a timely response will be provided.

12. REVIEW OF THE SERVICE CHARTER

This Service Charter will be reviewed every two years taking into consideration dynamics in the legal and regulatory frameworks and the Scheme's business environment.

13. SERVICE DELIVERY STANDARDS

No	Service offered	Requirements to obtain service	Cost (Kshs)	Timeline
1.	Response to member and other stakeholders enquiries	Formal request through an appropriate channel: <ul style="list-style-type: none"> • Letters • Telephone calls • Customer care desk • E-mail • Social media 	Free	<ul style="list-style-type: none"> • Seven (7) days • Immediately • Immediately • 24 hours • 24 hours

2.	Amendment of member details	<ul style="list-style-type: none"> Member who wish to amend their details held by the Scheme will do so in writing and completion of the relevant forms 	Free	Immediately
3.	Processing of employee benefits	<ul style="list-style-type: none"> Benefits shall be expeditiously processed where all required information has been provided 	<ul style="list-style-type: none"> Free 	30 days from date of submission
4.	Procurement of goods and services	Tender documents in compliance with the Procurement and Disposal Act and other Regulations	<ul style="list-style-type: none"> Free (If accessed online) Kshs. 1,000 (If picked from the School) 	30 days from the date of opening
5	Provide access to information through the Complaints, Compliments and Scheme Information Centre	Customer request using the official communication channels	As guided by the Customer Feedback Policy	7 working days

14. TO GET IN TOUCH WITH US

Official business hours: 8.00am - 5.00pm, Monday to Friday.

Kenya School of Government Staff Retirement Benefit Scheme

P.O Box 23030-00604, Lower Kabete, Nairobi-Kenya

Telephone:

Website: www.ksgsrbs.ac.ke

Email: trustsecretary@ksg-srbs.ac.ke

Feedback: customerfeedback@ksg-srbs.ac.ke

Twitter: KSG-SRBSKenya

Facebook: Kenya School of Government Staff retirement Benefit Scheme

YouTube: Kenya School of Government Staff retirement Benefit Scheme

LinkedIn: Kenya School of Government Staff retirement Benefit Scheme

