



**HUMAN CAPITAL DEVELOPMENT & ADMINISTRATION DEPARTMENT
SERVICE CHARTER**

VISION

To make RBA the employer of choice

MISSION

To ensure that the Authority has a highly skilled and engaged work-force as well as the enabling environment required to provide quality services, in line with global best practice

OUR OBJECTIVES

1. Improve employee skills by implementing 100% of the approved Annual Training Plan
2. Implement at least 80% of the recommendations arising out of the climate survey report and QMS audits annually
3. Enhance staffing at the Authority by implementing 100% of the approved manpower plan annually
4. Enhance a performance culture at the Authority by implementing 100% of the balanced scorecard and annual staff appraisal
5. Enhance a positive work culture and communication by conducting at least five team-building activities annually
6. Implement at least 10% of the proposed controls in the department's risk register per annum
7. Enhance service delivery by ensuring 100% compliance with the service charter

OUR SERVICE

SERVICES RENDERED	CUSTOMER REQUIREMENTS	TIMELINE
1. Ensure adequate staffing	Approved establishment; Requests from departments; input from relevant stakeholders	Annually
2. Advertisements for all vacant posts.	Check for advertisement in the news paper / website	Annually
3. Recruitment and appointments	Attend interviews/ Responsiveness to the selection criteria	Annually
4. Confirmation in appointment and admission to Permanent and Pensionable Service	Staff performance appraisal report, duly completed probation report form	6 Months
5. Guidance/interpretation of HCD&A policies & regulations	Relevant regulation/circular or general letter	1day
6. Training Needs Assessment and Training Plan	Identified staff skill gaps	Annually
7. Training committee meetings	Training requests/ Agenda	Quarterly
8. Approval of Training Plan	Training Committee's recommendation and approval	1 week
9. Execution of individual training programs	All relevant documents and confirmation of training	2weeks
10. Evaluation of training effectiveness	Duly filled Training Impact Assessment form	3months
11. Performance appraisal and staff recognition	Individual BSCs, Recommendation letters	Annually
12. Respond to enquiries & correspondences	Furnish department with all relevant information with regard to the inquiry	1 week
13. Issuance of medical cards; Replacement of lost medical cards	Requisite insurance form & documents; Payment of Kshs. 450.00 (Replacement fee paid to UAP)	2weeks
14. Processing medical refund claim	Requisite UAP claim form fully filled	2 weeks
15. Stores requisitions	Staff requirements	once per week
16. Transport requisition	Approved transport request	2hrs -CBD 48hrs outside CBD
17. Monitor performance of contracted services providers	Service level agreements	quarterly
18. Preparation and management of the annual leave planner	Departmental leave roasters	Annually

COMPLAINTS AND FEEDBACK

Please make complaints in writing to the Chief Executive Officer. Your comments and suggestions are appreciated as they help us improve the quality of our information, products and services

RETIREMENT BENEFITS AUTHORITY
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