



Ministry of Labour & Social Protection

Citizens' Service Delivery Charter

VISION

“A competitive workforce, empowered and inclusive communities”

MISSION

“To promote decent work and protection for vulnerable groups”

CORE VALUES

- Productive Labour
- Child-friendly
- Highest occupational safety standards
- Inclusivity
- Sensitivity to vulnerable groups

OUR SERVICE STANDARDS

SERVICES RENDERED/ DELIVERED	REQUIREMENTS TO OBTAIN SERVICES	COST OF SERVICES	TIMELINES
Resolution of labour disputes	Co-operation of Workers, Trade Unions and employers and adherence to the provisions of the Labour Laws	None	Within 45 days
Investigation and Conciliation of Labour Disputes	Co-operation of workers, trade unions and employers and adherence to the provisions of the Labour Laws	None	Within 45 days
Attestation of foreign contracts of service	Co-operation of job seekers, employers and recruitment Agencies	Security bond by employer/agencies	Within 2 days
Analysis of Collective Bargaining Agreements (CBAs) for registration by the Employment and Labour Relations Court	3 sets of duly signed CBA from parties, schedule forms and forwarding letter from Union or Employer	None	Within 5 working days
Registration of Trade Unions	Duly filled Form A Compliance	Kshs.15,000 for registration	Within 1 month
Inspection of Trade Unions books of accounts	Prescribed books of a Trade Union (as per the Labour Relations Act 2007)	None	Within 1 day

SERVICES RENDERED/ DELIVERED	REQUIREMENTS TO OBTAIN SERVICES	COST OF SERVICES	TIMELINES
Medical examination of workers	Employee availability	KShs. 500 (excluding medical tests)	Within 5 days
Processing of Work Injury Benefits and issuance of demand note for payment to the employer	Notification of accident or disease through duly completed DOSH 1	None	14 days
Productivity improvement in organizations/ firms	Top management consent/ concurrence by middle management/cooperation and teamwork by Productivity Champions and workers	None	6 months
Undertake productivity-related research in organizations/ firms	Written expression of interest/ letter from organization/ firm	None	Within 1 month
Provision of relevant and timely labour market information	User log in to the Kenya Labour Market Information System (KLMIS) Website www.labourmarket.go.ke	None	Round-the-clock
Mobilization and registration of self-help groups	<ul style="list-style-type: none"> - 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	Within 7 days
Mobilization and registration of Community Based Organizations	<ul style="list-style-type: none"> - Duly completed registration application form - Constitution & list of interim officials - A list signed by all members and indicating their respective ID card numbers 	Kshs. 5000	Within 7 days
Payment of Cash Transfers to beneficiaries of the Inua Jamii Programme	<ul style="list-style-type: none"> - Enrolment in an Inua Jamii Programme - Older Persons Cash Transfer (OPCT); Cash Transfer for Orphans and Vulnerable Children (CT-OVC); or Persons With Severe Disabilities Cash Transfer (PWSD-CT) - An active Inua Jamii Account - A valid National ID Card 	Free	Every 2 months
Provision of Social Protection data	<ul style="list-style-type: none"> - Registration in complimentary module in the Single Registry - Complete on-line Data protocol Request form - Sign Single Registry data security guidelines and data sharing protocols - Sign MOU on data usage and feedback timelines 	Free	Within 10 working days
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.	Within 1 month
Arbitration of cases involving child abuse and neglect	Formal complaints and alert on child abuse	Free	Immediate
Rescue of victims of human trafficking	Formal complaints and alerts	Free	Immediate

SERVICES RENDERED/ DELIVERED	REQUIREMENTS TO OBTAIN SERVICES	COST OF SERVICES	TIMELINES
Toll free Child Helpline (116)	Information on a child in need of care and protection	Free	Immediate
Processing of payments to both internal and external clients after receipt of exchequer	Duly approved supporting documents	None	3 days
Procurement of goods and services	Submission of duly filled quotation/tender documents	None	Within 10 days for quotations and 45 days for open tender
Response to correspondence	Correspondence	None	Within 3 days
Response to phone calls	Completed call from customer/ staff	None	Within three rings

We are committed to courtesy and excellence in service delivery

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

The Principal Secretary, State Department for Labour

E-mail: ps@labour.go.ke | info@labour.go.ke

Website: www.labour.go.ke

Or

The Principal Secretary, State Department for Social Protection

E-mail: ps@socialprotection.go.ke | info@socialprotection.go.ke

Website : www.socialprotection.go.ke

Social Security House, Eastern Wing Block “A”, 6th Floor Bishops Road

P.O. Box 40326 – 00100, NAIROBI

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HUDUMA BORA NI HAKI YAKO