



# **Ministry of Labour and Social Protection State Department for Labour and Skills Development Citizens' Service Delivery Charter**

**VISION "A globally competitive Workforce"**

## **MISSION**

**"To promote decent work, skills development and sustainable job creation"**

## **CORE VALUES**

1. Equity and Equality
2. Diversity
3. Inclusivity
4. Professionalism
5. Teamwork
6. Integrity
7. Accountability and transparency

## **OUR OBLIGATIONS AND RANGE OF SERVICES**

- National Labour and Employment Policy Management;
- Labour Policies and Programme Implementation;
- Assessing Industrial Training, National Productivity and Competitiveness;
- Labour Market Research and Analysis
- Child Labour Policy and Regulations Management;
- Develop and maintain database on Employment Creation;
- Workplace OSH Inspection;

- Work Injury Compensation Administration;
- Promotion of Occupational Health and Safety at Work;
- Industrial Relations Management;
- National Institutional Framework to improve post training skills;
- Overseeing Skills Development among Actors and Establishment of Sector Specific Skills Councils;
- Establishment and Management of Institutional Framework for Linking industry, Skills Development and Training;
- Implementation of the Industrial Attachment Policy;
- Management of Skills and Post Training Policy;
- Harmonization of Skills Training at all levels of Training;
- Management of National Skills Development Fund;
- Implementation of the National Apprenticeship Policy;
- Maintenance of National Database of Skills;
- Testing and Occupational Skills and Awarding Certificates including Government Test Certificates;
- Migratory Labour and International Jobs Policy;
- Promote overseas employment; Coordination of labour migration management;
- Develop Legal and institutional framework for labour migration; and
- Promote cooperation and partnerships on labour migration.

## **OUR CUSTOMERS/STAKEHOLDERS**

1. General Public
2. Employers
3. Workers
4. Trade unions
5. Academic and Research Institutions
6. State corporations
7. NGOs
8. Parliament
9. Media
10. MDAs
11. County Governments
12. Judiciary
13. FKE
14. Private sector Organizations

15. International / Regional Organizations
16. COTU
17. Civil Society Organizations
18. Development partners / Investors
19. Employment Agencies
20. Community Based Organizations

## **OUR COMMITMENTS**

1. Professionalism and expediency
2. Dignity, selflessness and courtesy
3. Efficiency
4. Transparency and Accountability
5. Observe Government rules and Regulations
6. Confidentiality
7. Impartiality
8. Provide and promote a safe and decent work environment
9. Accessibility
10. Respect diversity of our customers
11. Stakeholder engagement
12. Equity and Fairness

## **OBLIGATIONS OF OUR CUSTOMERS**

1. Accurate and timely information
2. Timely payment of services where applicable
3. Adherence to government rules and policies
4. Courtesy
5. Refrain from unethical practices
6. Cooperation

## **RIGHTS OF OUR CUSTOMERS AND STAKEHOLDERS**

1. Provision of quality and prompt services
2. Timely payment for goods supplied and services rendered
3. Timely and accurate Dissemination of information
4. Respect
5. Privacy and Confidentiality
6. Fair Treatment

## 7. Transparency

### OUR SERVICE STANDARDS

S/ NO	SERVICES RENDERED/ DELIVERED	REQUIREMENTS TO OBTAIN SERVICES	COST OF SERVICES	TIMELINES
1.	Resolution of Individual labour disputes	Workers and employers adherence to the Labour Laws	None	Within 45 working days
2.	Investigation and Conciliation of Labour Disputes	Workers, employers, trade unions, and employer associations adherence to the labour laws	None	Within 45 working days
3.	Attestation of foreign contracts of service	Co-operation of job seekers, employers and recruitment Agencies	Security bond by employer/agencies	Within 2 working days
4.	Resolution of Foreign Contracts and Foreign Missions disputes	Co-operation of host countries, attaches, migrant workers and next of kin,	None	21 working days
5.	Enforcement of labour laws on terms and conditions	Workers and employers adherence to the Labour Laws	None	None
6.	Analysis of Collective Bargaining Agreements (CBAs) for registration by the Employment and Labour Relations Court	3 sets of duly signed CBA from parties and 1 soft copy, schedule forms and forwarding letter from Union or Employer Public sector CBAs should attach a NO-Objection letter from SRC	None	Within 5 working days
7.	Investigation of economic Trade Disputes	Court Order from Employment and Labour Relations Court Submissions from Parties in Disputes	None	30 working Days
8.	Processing of application for a promotional certificate to establish a trade union/Federation/Employers organization	Application letter Duly filled Form A	Kshs.15,000 for registration	Within 1 months
9.	Filling of Trade unions Annual Returns	Dully filled Form R Audited Accounts	Kshs. 2,200	Within 1 day
10.	Other Trade union Registration services	Relevant forms	Ranging from Kshs 200 – 3,000 per service	1 to 30 working days depending on service
11.	Inspection of Trade Unions books of accounts	Prescribed books of a Trade Union (as per the Labour Relations Act 2007)	None	Within 1 day
12.	Medical examination of workers	Employee availability	KShs. 800 per worker (excluding medical tests)	5 working days
13.	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 working days
14.	Work Place OSH inspection	None	None	Within 1 day
15.	Investigation of Reported Occupational accidents and diseases	Notification of accident or disease through duly filled DOSH 1	None	Within 30 days
16.	Training on Occupational Safety and Health	Occupier Request and Payment	KShs. 120,000 per Class of 25 persons.	14 working days upon Receiving of Payment.

<b>S/ NO</b>	<b>SERVICES RENDERED/ DELIVERED</b>	<b>REQUIREMENTS TO OBTAIN SERVICES</b>	<b>COST OF SERVICES</b>	<b>TIMELINES</b>
17.	Implement productivity improvement in organizations/ firms	Top management consent/ concurrence by middle management/cooperation and teamwork by Productivity Champions and workers	None	6 months
18.	Undertake productivity-related research in organizations/ firms	Written expression of interest/ letter	None	1 months
19.	Provision of relevant and timely labour market information	User log in to the Kenya Labour Market Information System (KLMIS) Website <a href="http://www.labourmarket.go.ke">www.labourmarket.go.ke</a>	None	Round-the-clock
20.	Processing of payments to both internal and external clients after receipt of exchequer	Duly approved supporting documents	None	3 days
21.	Procurement of goods, works and services	Submission of duly filled quotation/tender documents	None	Within 10 days for quotations and 45 days for open tender
22.	Response to correspondence	Correspondence	None	Within 3 days
23.	Response to phone calls	Completed call from customer/ staff	None	Within three rings
24.	Online Skills Training and Mentorship	Kenyan Citizen Online application Age (18-35 years) Proficient in computer skills	None	5 weeks
25.	Advisory services to labour Migrants, agencies and employers	Enquiry – written, in-person or email	None	48 hours
26.	Migrant workers Dispute resolution	Enquiry by affected – in person, complaint letter, complaint report	None	21 days

**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 and Skills Development  
Social Security House, Eastern Wing Block "A", 6<sup>TH</sup> Floor Bishops Road**

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**HUDUMA BORA NI HAKI YAKO**