



State Department for Labour

Citizens' Service Delivery Charter

VISION

“A competitive workforce”

MISSION

“To promote decent work, skills development and sustainable job creation”

CORE VALUES

- Highest occupational safety standards
- Productive Labour
- Promotion of best labour practices
- Inclusivity

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 days
Registration of Trade Unions	Duly filled Form A	Kshs.15,000 for registration	Within 1 months
Inspection of Trade Unions books of accounts	Prescribed books of a Trade Union (as per the Labour Relations Act 2007)	None	Within 1 day
Medical examination of workers	Employee availability	KShs. 500 (excluding medical tests)	5 days
Processing of Work Injury Benefits and issuance of demand note for	Notification of accident or disease through duly completed DOSH 1	None	14 days

SERVICES RENDERED/ DELIVERED	REQUIREMENTS TO OBTAIN SERVICES	COST OF SERVICES	TIMELINES
payment to the employer			
Implement 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	None	1 months
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
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
Social Security House, Eastern Wing Block "A", 6th Floor Bishops Road**

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HUDUMA BORA NI HAKI YAKO