



KENYA LAW REFORM COMMISSION

HUMAN RESOURCE DEPARTMENT

CUSTOMER SERVICE DELIVERY CHARTER.

INTRODUCTION

This Customer Service Delivery Charter declares our commitment to providing effective and efficient services. It outlines the services rendered, requirements, timelines and the responsibilities of the Human Resource Management Department in providing these services.

VISION

Attain excellence in human resource management and development in the Commission

MISSION

To provide efficient and effective human resource services to all the Commission's employees and departments for improved service delivery

MANDATE

To undertake human resource planning, employee resourcing rewards management, training and development of staff, staff welfare, talent management, personnel administration and retirements benefits in the Commission.

CORE FUNCTIONS

Our functions are to coordinate and facilitate the provision of:-

1. Advising the Commission on all human resource management issues
2. Carrying out human resource planning in the Commission
3. Recruitment and selection
4. General personnel administration services;
5. Coordinate staff performance management and appraisal
6. Reward management services;
7. Management of staff welfare services and schemes
8. Staff discipline and grievances.
9. Implement and disseminate human resource policies from the Government, PSC, SCAC and Commissions' Board.
10. Retirements and separations

CORE VALUES

The Human Resource Management Department upholds the following values:-

1. Professionalism;
2. Meritocracy
3. Transparency and Accountability;
4. Equity and fairness;
5. Integrity;
6. Teamwork;
7. Respect for national diversity and Customer focus.

OUR CUSTOMERS

Our customer includes:-

1. Commission staff
2. Government Ministries, State Agencies and State Corporations
3. Public Service Commission
4. State Corporations Advisory Committee
5. Salaries and Remunerations Commission
6. Financial institutions and
7. The Public

OUR STANDARDS

Customers should expect the following service standards:-

1. Quality services ;
2. Fairness and equity
3. Promptness in our responses ;
4. Efficient and effective
5. Non discriminatory services and
6. Results Oriented.

CUSTOMERS'OBLIGATIONS

To provide quality services to our customers we expect them to:-

1. Be respectful and courteous;
2. Provide accurate and timely information;
3. Provide genuine feedback and;
4. Refrain from offering inducement, gifts or favours in return for services rendered or to be rendered.

GENERAL PERSONNEL ADMINISTRATION

Services Rendered	Requirements to Obtain Services	Costs	Timelines
Communication of government circulars & policies to employees	None	Nil	1 working day
Responding to technical support services pertaining HR services	None	Nil	Within 5 working days
Process Leave	Duly filled leave form	Nil	Within 3 days
Hold Staff and Training Advisory Committee	Relevant requests and documentations or approvals	Nil	Monthly
Implementing Government, Board decisions and SAC decisions	Approvals/ decisions	Nil	Within 5 days upon receipt
Facilitate declaration of wealth	Declaration of income, Assets and Liabilities forms	Nil	After every 2 years/ 3 months for new employees
Give notice to officers due to retire			1 Year before retiring
Process retirement benefits on receipt of relevant documents from retirees	Upon availing the required documents	Nil	Within 5 days upon receipt
Submit reports on SAC & HRM actions to the Boards	Reports	Nil	Quarterly

EMPLOYEE RESOURCING

Services Rendered	Requirements to Obtain Services	Costs	Timelines
Prepare intents to the Board for filling vacant positions	Staff establishment, Accurate job description and specifications.	Nil	Within 10 days upon approvals
Filling vacant positions	Necessary approvals	Nil	30 days from the date of approval
Advertisement			
Application for employment	KLRC form	Nil	continuous
Interviews	List of Shortlisted applicants, and minutes	Nil	21 working day
Offer of Appointment	Issue appropriate letter of appointment	Nil	Within 5 working days upon minutes approval
Letter of Appointment	Successful candidate reporting for duty and providing appointment documents	Nil	Within 10 working days on assumption of duty
Confirmation in appointment	Probationary report		6 months Successful completion of probationary period

TRAINING AND DEVELOPMENT

Services Rendered	Requirements to Obtain Services	Costs	Timelines
new staff induction	Duly filled requisition	Nil	Within 3 months upon reporting

Training Need Assessment (TNA)			After every two years
Compiling staff training requests	Training requests from departments and individuals	Nil	5 Working days
Staff development and training	Training requests and approved SAC minutes	Nil	2 Working days
Training Bonds	Officers proceeding on 6 months training locally or abroad	Nil	5 Working days upon the officer proceeding for training
Staff development and training	Training requests and approved SAC minutes	Nil	2 Working days
Employees Skill inventory	Employee training certificate	Nil	Continuous
Internship/ Industrial attachment	Internship/ attachment requests	Nil	Annually
Training Levy	Relevant approvals for staff attending above 4 months training	Nil	Within 5 working days

PERFORMANCE MANAGEMENT

Services Rendered	Requirements to Obtain Services	Costs	Timelines
Coordinate performance appraisal system	None	Nil	At the beginning and at the end of each financial year
Avail Staff performance appraisal forms	List of Staff	Nil	By July
Preparing mid year report	Departmental reports	Nil	By February
Compiling summative year report	Departmental reports	Nil	In the month of July

REWARD MANAGEMENT

Services Rendered	Requirements to Obtain Services	Costs	Timelines
Payment of salary	None	Nil	By the 25 th of every month
Implement statutory and third party deductions	Deduction/ payments schedules and orders	Nil	Monthly
Update the Integrated payroll personnel Data (IPPD), Payroll cleansing		Nil	quarterly
Payment of Annual leave	List of employees	Nil	annually
Annual increments	Employee performance / approvals	Nil	Annually
Employees data changes	On request/promotion/ changes in status	Nil	5 Working days upon receiving

The Kenya Law Reform Commission is a corruption free zone. It is an offense to compromise or give a bribe to a public servant for delivery of services.

COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

<https://www.klrc.go.ke/index.php/feedback> (Anonymous)

To:

Commission Secretary/ Chief Executive Officer

Physical Address: Reinsurance Plaza, 3rd Floor, 4 Taifa Road

P.O. Box 34999-00100

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