



PUBLIC SERVICE SUPERANNUATION FUND

CITIZEN SERVICE DELIVERY CHARTER

VISION

A trusted retirement benefits provider

MISSION

To collect contributions, optimally invest and pay benefits to scheme members and their beneficiaries sustainably through sound financial, good governance and risk management policies in pension fund administration

CORE VALUES

Responsiveness

Independence

Fairness

Transparency and Accountability

Integrity

Teamwork

COMMITMENTS ON SERVICE DELIVERY TO CITIZENS

S/ No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1	Response to enquiries (Through phone calls Landline or any other official line and Walk-in clients)	Phone call	Free	15 seconds
		Walk-in and make the enquiry	Free	1 minute
2	Response to Correspondence	Written correspondence (letters)	Free	Within 5 working days
		Email and Social Media (Twitter, Facebook & YouTube)	Free	1 working day
3	Resolution of complaints	Make a verbal or written complaint	Free	Within 14 Working days
4	Admission of members to the scheme	Duly completed member enrolment form	Free	1 day upon ascertaining completeness of the requisite documentations
5	Issuing member statements	Duly completed member enrolment form	Free	Within 30 days after approval of the Investment Income distribution proposal by the Board of Trustees
6	Processing and payment of retirement benefits	Appointment, confirmation and retirement letters Certified copy of ID Bank details form and copy of bank plate Income tax clearance Death certificate where applicable	Free	Within 30 Days upon ascertaining completeness of the requisite documentations
7	Registration of Suppliers	Duly filled application form; Company profile; Certificate of Incorporation / Registration; PIN Certificate; Valid Tax Compliance Certificate or Exemptions; Original Bank Statement; Copy of certificate of registration with relevant regulatory bodies; Non-refundable fee payment receipt; Copies of annual return forms filed by company registry; and National ID/Passport	Free	Within 14 Working days
8	Processing of tenders	Submit bids for goods and services	Free	Within 90 days
9	Payment for goods and services received	L.P.O/Invoice; Certificate of Completion/ Goods/Services Received	Free	Within 30 days from the date of receipt of the invoice
10	Disposal of obsolete stores/Items	Submission of bids	Free	Within 60 days from the date of advertisement
11	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12	Processing of request for information	Make a request for information	Free	Within 21 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

The Chief Executive Officer,
Public Service Superannuation Fund (PSSF)
CBK Pension Tower,
1st Floor, Harambee Avenue,
P. O. Box. 3561-00200, City Square, Nairobi,
Tel : 0746 111 777, 0783 111 777 ,
E-Mail: info@pssf.go.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi,
P.O. Box 20414-00200 Nairobi,
Tel : +254 (0)20 2270000/2303000

HUDUMA BORA NI HAKI YAKO



PUBLIC SERVICE SUPERANNUATION FUND

MKATABA WA UTOAJI WA HUDUMA KWA WANANCHI

MAONO

Mtoa huduma anayeaminika wa mafao ya kustaafu

MISHENI/LENGU

Kukusanya michango, kuwekeza kikamilifu na kulipa mafao kwa wanachama wa skimu na walengwa wao kwa njia endelevu kupitia sera za fedha, utawala bora na usimamizi wa vihatarishi katika usimamizi wa mifuko ya pensheni

MAADILI YA MSINGI

Mwitikio
Uhuru
Uadilifu
Uwazi na Uwajibikaji
Uhaki
Kazi ya pamoja

AHADI JUU YA UTOAJI HUDUMA KWA WANANCHI

S/ No	HUDUMA ZA MSAADA KWA WATEJA	KINACHOHITAJIKA KUPATA HUDUMA	GHARAMA YA HUDUMA	MUDA ULIOTENGEWA KUTOA HUDUMA
1	Kujibu maswali ya wateja (Simu na Kutembelea ofisini)	Kupiga simu	Bila malipo	Sekunde kumi na tano
		Kufika ofisini kuuliza	Bila malipo	Dakika moja
2	Kujibu mawasiliano ya maandishi	Barua za Kuandikwa (barua)	Bila malipo	Ndani ya siku tano za kazi
		Barua pepe na Mitandao ya Kijamii (Twitter, Facebook na YouTube)	Bila malipo	Siku moja ya kazi
3	Kushughulikia malalamishi au shutma	Kuwasilisha malalamishi kirasmi kwa kuandika barua au kupiga simu au kwa njia ya mazungumzo ya ana kwa ana ofisini	Bila malipo	Ndani ya siku Kumi na nne za kazi
4	Kuingiza wanachama wanaojiunga kwenye skimu	Kujaza kikamilifu Fomu ya Usajili	Bila malipo	Siku Moja baada ya kuhakikisha usahihi wa nyaraka zote zilizowakilishwa
5	Kutoa taarifa ya kiwango na mapato ya pensheni ya wanachama	Kujaza kikamilifu Fomu ya Usajili	Bila malipo	Ndani ya siku Thelathini baada ya kuidhinishwa kwa mapendekezo ya mapato
6	Kushughulikia na kulipa mafao ya kustaafu	Barua ya uteuzi, barua ya kuthibitishwa uteuzi, Barua ya kustaafu; Nakala ya kitambulisho iliyodhibitishwa na wakili; Fomu ya taarifa za benki; nakala ya kijisahani cha benki; Cheti cha ushuru; Cheti cha kifo (endapo cheti hicho kitahitajika)	Bila malipo	Ndani ya siku Thelathini baada ya kuhakikisha ukamilifu na uhalisi wa nyaraka zilizo wasilishwa
7	Usajili wa Wasambazaji wa bidhaa na huduma	Fomu ya maombi iliyojazwa kikamilifu; wasifu wa kampuni; Vyeti vya usajili/kujumuishwa; Cheti cha PIN; Cheti cha uzingatiaji wa kulipa ushuru; Taarifa ya benki; nakala za vyeti vya usajili na idara za udhibiti za serikali; Nakala za fomu za marejesho ya kila mwaka zilizowekwa na msajili wa kampuni; Kitambulisho cha Taifa au Paspoti	Bila malipo	Ndani ya siku Kumi na nne za kazi
8	Kushughulikia na kupeana zabuni za usambazaji wa bidhaa na huduma	Kuwasilisha zabuni za usambazaji bidhaa na huduma	Bila malipo	Ndani ya siku Tisini
9	Malipo ya bidhaa au huduma zilizopokelewa	LPO/Ankara ya malipo; Cheti cha ukamilishaji au uthibitisho wa kupokea bidhaa/huduma	Bila malipo	Ndani ya siku thelathini kutoka tarehe ya kupokelewa kwa ankara
10	Uondoshaji wa bidhaa zisizo hitajika/ chakavu	Kuwasilisha zabuni	Bila malipo	Ndani ya siku Sitini tangu tangazo
11	Kushirikisha umma katika mchakato wa utungaji wa sera	Kujifahamisha na masuala ya sera na kushiriki kikamilifu katika mchakato ya utungaji wa sera	Bila malipo	Siku Moja
12	Kushughulikia na kutimiza maombi ya taarifa kutoka kwa washikadau	Kuwasilisha ombi la kupokea taarifa	Bila malipo	Ndani ya siku Ishirini na moja

TUMEJITOLEA KWA UNGWANA NA UBORA KATIKA UTOAJI HUDUMA

Huduma/Bidhaa yoyote inayotolewa ambayo haiambatani na viwango vilivyo hapo juu au afisa yeyote ambaye hafikii ahadi ya ungwana na ubora katika Utoaji Huduma inapaswa kuripotiwa kwa:

Afisa Mtendaji Mkuu,
Public Service Superannuation Fund (PSSF)
CBK Pension Tower,
Ghorofa ya kwanza, Barabara ya Harambee,
Sanduku la Posta, 3561-00200, City Square, Nairobi,
Simu : 0746 111 777, 0783 111 777 ,
Barua pepe: info@pssf.go.ke

Katibu wa Tume/Afisa Mtendaji Mkuu,
Tume ya Haki ya Utawala,
Ghorofa ya pili, West End Towers,
Barabara ya Waiyaki Nairobi,
Sanduku la Posta 20414-00200 Nairobi,
Simu : +254 (0)20 2270000/2303000

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