KENYA NATIONAL ENTREPRENUERS SAVINGS TRUST (KNEST) PLC

VISION

A dignified life in old age for all marginalized informal sector workers.

MISSION

To provide an infrastructure that supports affordable, secure and convenient pension arrangement to all marginalized informal sector workers.

CUSTOMER SERVICE DELIVERY CHARTER

NO	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Registration of Members	Register through the following platforms by providing name and ID No.: a) USSD Code *254#	Free	One (1) day
2.	Update of Member Records	Update the member records/details using the designated scheme platform: a) USSD Code *254#	Free	One (1) Day

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3.	Issuance of Annual Member Benefit Statements	Provide contact details	Free	Four (4) months after the end of the scheme financial year
4.	Issuance of provisional member statement	A request for a member statement through the scheme administration platform	Free	One (1) day
5.	Processing of Benefits/Claims	Duly filled claim documents, identification documents and any additional support documents.	Free	30 days upon submission of filled claim documentation
6.	Resolution of Complaints	Lodge a complaint orally or in writing or through the scheme administration platform and provision of supporting documentation where applicable. The complaints can be made through the following platforms: postal address; email, telephone, official social media accounts, web portal; and complaints box.	Free	Acknowledge the complaint within one (1) working day. Respond to the complaint within 14 working days
7.	Processing of Payment for Goods and Services	Avail invoice/delivery note, copy of LSO/LPO/Contract/ Certificate of completion	Free	30 days upon acceptance of goods/services and receipt of all requisite documentation
8.	Processing of request of information	Request for information	Free*[1]	Twenty-One (21) days*[2]
9.	Response to Correspondences	Telephone call	Free	Answer within three (3) rings.
		Letter	Free	Respond within 5 working days

[1] *Reasonable charges may apply for provision of requested information as provided in the law.

[2] Information that involves life and liberty of a person shall be provided within 48 hours as per the ATI Act 2016.

NO	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
		Email and social media (Twitter, Facebook)	Free	One (1) Working Day
	Response to enquiry by walk in customers	Visit to KNEST offices	Free	Attend within three (3) minutes of arrival.

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 commitment to courtesy and excellence in Service Delivery should be reported to:

The Chief Executive Officer **Kenya National Entrepreneurs Savings Trust PLC** **P. O. Box 30007-00100** **NAIROBI** **National Bank Building 17th Floor** **Tel: 0110222555 and 0110444777** **Toll Free: 0800724240** **Email: info@knest.go.ke or complaints@knest.go.ke** **Website : www.knest.go.ke** **Portal : https://app.k-nest.or.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 Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO