



## KENYA NATIONAL ENTREPRENEURS SAVINGS TRUST (KNEST) PLC

### MAONO

*Maisha Bora uzeeni kwa wafanyajikazi walio staafu kwenye sehemu za makao yaliyotengwa na yasiyokuwa na mpangilio bora ya huduma.*

### MUELEKEO

*Kupeana miundo msingi ambayo inakuwezesha kupata malipo ya mpango wa pension katika sehemu za mitaa isiyo na mpangilio bora ya huduma na yanayao kuwa na usalamana na bila twashishi.*

## HATI YA UTOAJI HUDUMA

| NAMBARI | HUDUMA                                               | MAHITAJI YA KUKUWEZESHA KUPATA HUDUMA                                                                                                                                                                            | MALIPO      | MUDA WA MATOKEO                                                       |
|---------|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------|
| MOJA    | Usajili wa Wanachama                                 | Jisajili Kupitia kwa njia zifuatazo kwa kupeana jina lako na nambari ya Kitambulisho Cha Taifa.:<br><br>a) USSD Code *500#<br>b) KNEST Mobile App<br>c) KNEST Portal<br>d) e-citizen<br>e) Hustler Fund Platform | Bila Malipo | Siku Moja                                                             |
| MBILI   | Kusawazisha stakabadhi za Wanachama                  | Sawazisha Stakabadhi za Wanachama/kupeana ufafanuzi kupitia mpangilio wa njia za using the designated scheme platforms:<br><br>a) KNEST Mobile App<br>b) KNEST Portal                                            | Bila Malipo | Siku Moja                                                             |
| TATU    | Kuwasilisha Faida za mwaka kwa Wanachama             | Kupeana anwani za mawasiliano                                                                                                                                                                                    | Bila Malipo | Miezi Miine baada ya mwisho wa mwaka wa mpangilio wa njia za kustaafu |
| NNE     | Kupeana orodha ya wanachama kabla ya mwisho wa mwaka | Maombi ya orodha ya mwanachama kupitia njia za mpangilio wa usimamaizi ough the scheme administration platform                                                                                                   | Bila Malipo | Siku Mojane (1) day                                                   |

|      |                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |                                                                                                                                                                     |
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| TANO | Kutayarisha ya faida za/maombi ya wanachama | Kujaza fomu ya maombi kwa usahihi ikiwana stakabadhi za kujitambulisha na za kuwezesha maombi.                                                                                                                                                                                                                                                                                                                                                       | Bila Malipo | Siku Thelathini baada ya kuwaslisha fomu ya maombi iliyo sahihi                                                                                                     |
| SITA | Kutatua Malalamishi                         | <p>Peana malalamishi kwa mpamngilio, kupitia Anwani, Barua Pepe, kupiga simu, kupitia mitandao yakijamii, tuvuti au sanduku la malalamishi kwa usimamizi wa mpango wa pensheni ukiambatanisha stakabadhi za maelezo ya ulalamishi panapo hitajika.</p> <p>Malalamishi yanaweza kutumwa kupitia: anwani ya mpango wapensheni, barua pepe, simu, mitandao ya kijamii ya mpango wa pensheni, njia ya mtandao wa mawingu and sanduku la malalamishi.</p> | Bila Malipo | <p>Kuthibithisha kupata malalamishindaniya siku moja ya siku ya kazi</p> <p>maelezo kutokana namalalamishi kupeanwa ndani ya siku kumi nan ne za ufanyaji kazi.</p> |
| SABA | Kutayarisha malipo ya vifaa na huduma       | Peana idadi na hesabu za vifaa au huduma/idadi ya vifaa vilivyo wasilishwa, Peana mfanao wa huduma uliyo kabidhiwa/Stakabadhi ya ununuzi ya vifaa ulivyo ombwa/Mkataba wa huduma uliopewa/Cheti cha kukamilisha huduma uliopeana                                                                                                                                                                                                                     | Bila malipo | Siku thelathini baada ya kupokea vifaa/huduma uliopeana ikiambatana na stakabdhi zinazohitajika                                                                     |

|      |                                                    |                                                                                      |             |                                                                     |
|------|----------------------------------------------------|--------------------------------------------------------------------------------------|-------------|---------------------------------------------------------------------|
| NANE | Kutayarisha maombi ya habari za mpango wa pensheni | Kuuliza habari ya mpango wa pension                                                  | Bila Malipo | Siku Ishirini na mbili za ufanyaji kazi                             |
| TISA | Kujibu yaliyowasilishwa                            | Mawasiliano kupitia kupiga simu                                                      | Bila Malipo | Kujibu simu baada ya miito mitatu                                   |
|      |                                                    | Mawasiliano kupitia Barua                                                            | Bila Malipo | Kujibu barua katika muda wa siku tano za ufanyaji kazi              |
|      |                                                    | Mawasiliano kupitia barua pepe, tuvuti na mitandao ya kijamii ya mapango wa pensheni | Bila Malipo | One (1) Working Day                                                 |
| KUMI | Kujibu hoja za wateja kwa njia ya kuwatembelea     | Kutembelea ofisi za KNEST                                                            | Bila Malipo | Kuhudumia wateja ndani dakika tatu baada ya mteja kuwasili ofisini. |

### **TUNAHUKUMIKA KWA UNYENYEKEVU NA UBORA ZAIDA KATIKA KUPEANA HUDUMA**

Iendapo huduma zinazo peanwa hazilingani na mpango wa pension au ofisaa yeyote hatakuwa na kuhkuumika kwa maadili na utendaji kazi wa kutoa huduma bora unaweza kuwasilisha ripoti zako kwa wafuatao:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                           |
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| <p><b>The Chief Executive Officer</b></p> <p><b>Kenya National Entrepreneurs Savings Trust PLC</b></p> <p><b>P. O. Box 30007-00100</b></p> <p><b>NAIROBI</b></p> <p><b>National Bank Building 17th Floor</b></p> <p><b>Tel: 0110 222 555/ 0110 444 777</b></p> <p><b>Toll Free: 0800724240</b></p> <p><b>Mawasiliano bila malipo:</b></p> <p><b>Email: <a href="mailto:info@knest.go.ke">info@knest.go.ke</a> or <a href="mailto:complaints@knest.go.ke">complaints@knest.go.ke</a></b></p> <p><b>Portal: <a href="https://complaints.knest.go.ke/">https://complaints.knest.go.ke/</a></b></p> <p><b><a href="http://portal.knest.go.ke/whistleblower">http://portal.knest.go.ke/whistleblower</a></b></p> <p><b>Website: <a href="http://www.knest.go.ke">www.knest.go.ke</a></b></p> | <p><b>The Commission Secretary/Chief Executive Officer,</b></p> <p><b>Commission on Administrative Justice, 2nd Floor,</b></p> <p><b>West End Towers, Waiyaki Way, Nairobi.</b></p> <p><b>P.O. Box 20414-00200 Nairobi</b></p> <p><b>Tel : +254 (0)20 2270000/2303000</b></p> <p><b>Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a></b></p> |
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**HUDUMA BORA NI HAKI YAKO**