

CITIZENS' SERVICE

APPENDIX 1: COMMON SERVICES

DELIVERY CHARTER

CORPORATE VISION

A leading partner in securing the future

CORPORATE MISSION

To provide sustainable risk and financial solutions

STATEMENT OF PURPOSE

Seamless stability

CORE VALUES

Teamwork, Agility, Probity, Professionalism, Service Excellence (TAPPS)



PUBLIC

S/NO	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENTS (S)	COST OF SERVICE	TIMELINE
1.	Sign and send treaty slips to our cedants/brokers	Copy of the signed contract/copy of the signed slips from the cedant/broker	Free	4 Days after receipt of the treaty slips
2.	Create treaty codes for new business	Copy of the signed contract/copy of the signed slips from the cedant/broker	Free	7 Days after receipt of the treaty slips
3.	Key in returns	Statement of account from the cedant/broker	Free	3 Days after receipt
4.	Collect returns	Returns checklist from the system	Free	60 Days after a quarter
5.	Prepare treaty slips for cedants & reinsurers to execute where we are leading	Agreed terms	Free	14 Days from the date of receipt of such offers
6.	Acknowledge claims notification	Email from client	Free	Within 12 hours
7.	Process fully supported claims	Claims supporting documentation	Free	Within 6 working Days
8.	Settle invoices and processed claims	Invoices/claims availed for payments	Free	4 working Days after receipt of invoice/processed claim
9.	Confirm quarterly returns	Email from the client	Free	Within 12 hours of receipt of the same
10.	Prepare and submit performance contracting reports	Performance contracting deliverable	Free	15 Days after the end of a quarter
11.	Respond to facultative offers	Offer email with statistics and final terms	Free	Within 12 hours
12.	Analyze and respond to treaty offers	Offer email with statistics and final terms	Free	Within 12 hours
13.	Response to phone calls (Landline or any other official line	Phone call	Free	15 seconds
14.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
15.	Response to correspondence	Written correspondence (letters) Email and Social media (Twitter, Facebook & Youtube)	Free Free	5 working days 1 working day
16.	Response\acknowledgement to public complaints and grievances	Make a complaint	Free	1 working day
17.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
18.	Registration of Suppliers	Duly filled application form Company profile Certificate of incorporation/ registration PIN Certificate Valid Tax Compliance Certificate/ Exceptions Original Bank Statement Copy of certificate of registration with relevant regulatory bodies. Non-refundable fee payment receipt Copies of annual return forms filled by company registry National ID/Passport	Free	14 working days
19.	Processing of tenders	Submit bids for goods and services	Free	90 days
20.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
21.	Payment for goods and services received	L.P.O / Invoice Certificate of Completion / Goods / Services received	Free	60 days from the date of receipt of the invoice
22.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
23.	Public particiaption in policy-making process	Familiarization with issues and active participation	Free	1 working day
24.	Recruitment of staff	Make formal application based on the advert	Free	90 days
25.	Processing of request for information	Make a request for information	Free	21 days

The Managing Director
Kenya Reinsurance Corporation
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complaintscommittee@kenyare.co.ke

OR

The **Commission on Administrative Justice (Office of the Ombudsman)** contacts:
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Opposite Agha Khan High School off Waiyaki Way – Westlands
P.O Box 20414 – 00200 Nairobi
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Toll free line: 0800221349
SMS Short Code: 15700 (Safaricom Subscribers only)
Email: info@ombudsman.go.ke (for general inquiries only)
complain@ombudsman.go.ke (for complaints)



Kenya Re is ISO 9001:2015 and ISO 27001:2013 Certified



MKATABA WA UTOAJI

KIAMBATISHO 1: HUDUMA ZA KAWAIDA

HUDUMA KWA UMMA

MTAZAMO WA USHIRIKA

Mshirika wa dhati katika kuhifadhi siku za usoni

KAZI YA USHIRIKA

Kukidhi hatari na ufumbuzi wa kifedha kwa njia endelevu

TAARIFA YA MADHUMUNI

Utulivu umefumwa

THAMANI KUU

Ushirikiano, Uamuzi wa haraka, Mtazamo wa uwezekano, Utaalamu na ubora wa huduma



S/NO	HUDUMA YA MSAADA KWA MTEJA	MAHITAJI YA MTEJA	GHARAMA YA HUDUMA	RATIBA YA WAKATI
1.	Saini na utume hati za makubaliano kwa ceda/madalali wetu	Nakala ya mkataba uliosainiwa/nakala ya hati zilizotiwa saini kutoka kwa cedan/dalali	Bure	Siku 4 baada ya kupokea hati za mkataba
2.	Unda misimbo ya mikataba ya biashara mpya	Nakala ya mkataba uliosainiwa/nakala ya hati zilizotiwa saini kutoka kwa cedan/dalali	Free	Siku 7 baada ya kupokea hati za mkataba
3.	Muhimu katika kurudi	Taarifa ya akaunti kutoka kwa cedan/dalali	Bure	Siku 3 baada ya kupokea
4.	Kusanya mapato	Hurejesha orodha hakiki kutoka kwa mfumo	Bure	Siku 60 baada ya robo
5.	Tayarisha hati za mkataba kwa ajili ya sedanti na bima tena ili kutekeleza tunakoongoza	Masharti yaliyokubaliwa	Bure	Siku 14 kutoka tarehe ya kupokea ofa kama hizo
6.	Thibitisha arifa ya madai	Barua pepe kutoka kwa mteja	Bure	Ndani ya masaa 12
7.	Mchakato wa madai yanayotumika kikamilifu	Hati zinazounga mkono madai	Bure	Ndani ya Siku 6 za kazi
8.	Maliza ankara na madai yaliyochakatwa	Ankara/madai yanayopatikana kwa malipo	Bure	Siku 4 za kazi baada ya kupokea ankara/dai lililochakatwa
9.	Thibitisha mapato ya kila robo mwaka	Barua pepe kutoka kwa mteja	Bure	Ndani ya masaa 12 baada ya kupokea sawa
10.	Kuandaa na kuwasilisha ripoti za mikataba ya utendaji	Mkataba wa utendaji unaoweza kutolewa	Bure	Siku 15 baada ya mwisho wa robo
11.	Jibu matoleo ya kitivo	Toa barua pepe yenye takwimu na masharti ya mwisho	Bure	Ndani ya masaa 12
12.	Kuchambua na kujibu matoleo ya mkataba	Toa barua pepe yenye takwimu na masharti ya mwisho	Bure	Ndani ya masaa 12
13.	Majibu kwa simu (Landline au laini nyingine yoyote rasmi	Simu	Bure	Sekunde 15
14.	Majibu ya maswali ya wateja wanaoingia	Ingia ndani na ufanye uchunguzi	Bure	Dakika 1
15.	Majibu ya mawasiliano	Barua za maandishi (barua) Barua pepe na mitandao ya kijamii (Twitter, Facebook & Youtube)	Bure Bure	Siku 5 za kazi Siku 1 ya kazi
16.	Majibu/taarifa kwa malalamiko na kero za umma	Fanya malalamiko	Bure	Siku 1 ya kazi
17.	Ututuzi wa malalamiko	Fanya malalamiko ya mdomo au maandishi	Bure	Siku 14 za kazi
18.	Usajili wa Wasambazaji	Fomu ya maombi iliyojazwa ipasavyo Wasifu wa kampuni Cheti cha kuandikishwa/kusajiliwa Cheti cha PIN Cheti/ Vighairi Sahihi vya Kuzingatia Ushuru Taarifa ya Benki Halisi Nakala ya cheti cha usajili na miili husika ya udhibiti. Stakabadhi ya malipo ya ada isiyorejeshwa Nakala za fomu za kurejesha kila mwaka zilizojazwa na usajili wa kampuni Kitambulisho cha Taifa/Paspoti	Bure	Siku 14 za kazi
19.	Usindikaji wa zabuni	Peana zabuni za bidhaa na huduma	Bure	siku 90
20.	Taarifa ya wazabuni waliofaulu na ambao hawajafaulu	Fikia tovuti ya ununuzi wa kielektroniki kwa arifa	Bure	Siku 1 ya kazi
21.	Malipo ya bidhaa na huduma zilizopokelewa	L.P.O / Cheti cha ankara ya Kukamilika / Bidhaa / Huduma zilizopokelewa	Bure	Siku 60 kutoka tarehe ya kupokelewa kwa ankara
22.	Utupaji wa maduka ya kizamani	Uwasilishaji wa zabuni	Bure	Siku 60 kutoka tarehe ya tangazo
23.	Ushiriki wa umma katika mchakato wa kutengeneza sera	Kuzoea masuala na ushiriki hai	Bure	Siku 1 ya kazi
24.	Uajiri wa wafanyakazi	Fanya maombi rasmi kulingana na tangazo	Bure	siku 90
25.	Usindikaji wa ombi la habari	Fanya ombi la habari	Bure	siku 21

Mkurugenzi Mtendaji

Shirika la bima ya tena la Kenya Reinsurance

Sanduku la posta 30271 – 00100, Nairobi

Bima ya tena, sakafu ya 15, Taifa Road

Tel: +254703083000

Barua pepe: kenyare@kenyare.co.ke au complaintscommittee@kenyare.co.ke

AU

Tume ya utawala wa haki (Ofisi ya Ombudsman) mawasiliano:

Ofisi ya mkuu katika sakafu ya pili West mwisho minara

Nyuma ya shule ya sekondari ya Agha Khan kwenye Waiyaki Way - Westlands

Sanduku la posta 20414 – 00200 Nairobi

Nambari ya simu: +254 – 20 – 2270000/230000/2603765/2441211/8030666

Mstari bure wa simu: 0800221349

Msimbo mfupi wa SMS: 15700 (wenye laini ya Safaricom tu)

Barua pepe: info@ombudsman.go.ke (kwa ajili ya maswali ya jumla tu)

complain@ombudsman.go.ke (kwa malalamishi)



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