COUNTY GOVERNMENT OF NYERI

DEPARTMENT OF COUNTY PUBLIC SERVICE AND SOLID WASTE MANAGEMENT

STANDARD OPERATING PROCEDURES

GENERAL DEPARTMENTAL PROCEDURES

1. Receive incoming calls
2. Attend to visitors on arrival
3. Response to correspondences
4. Responding to complains

COUNTY PUBLIC SERVICE MANAGEMNET PROCEDURES

5. Approving of a loan facility
6. Issuing of Pay slip for loan approval
7. Processing of County Payroll and forwarding of the By-Products
8. Issuing of the Last Pay Certificate
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23. Clearance of carcass from footpath/roads/open land etc.
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For all processes and procedures from the department the following officers will responsible

1. **CECM-** the CECM will have overall responsibility of ensuring that this procedure is followed.
2. **The C.O**- the CO will be responsible for the planning, implementation and following up the procedure.
3. **DHRM and DSWM-** they will be responsible for ensuring maintenance of the relevant documented information.
4. **UNIT HEADS**- Ensuring customer complaints and feedback is captured, analyzed and acted upon in their respective units.

COUNTY PUBLIC SERVICE MANAGEMNET PROCEDURES

1.0 RECEPTION PROCEDURE GUIDELINES

1.1 PURPOSE

The purpose of this Standard Operating Procedure is to establish standardized procedures for the reception office to ensure efficient operations and provide excellent customer service to visitors and staff. By outlining clear guidelines and protocols, we aim to maintain a professional and welcoming reception environment while effectively managing reception duties and tasks.

1.2 OBJECTIVES

1. To ensure the reception area is consistently organized, clean, and prepared for daily operations.
2. To welcome visitors warmly and professionally, providing assistance and guidance as needed.
3. To manage incoming calls promptly and direct them to the appropriate person or department.
4. To handle mail and deliveries efficiently, ensuring timely distribution to recipients.
5. To schedule appointments accurately and manage the reception calendar effectively.
6. To assist visitors and staff with administrative tasks and inquiries promptly and courteously.
7. To adhere to emergency procedures and protocols to ensure the safety and well-being of all individuals in the office environment.
8. To continuously improve reception operations by seeking feedback, identifying areas for enhancement, and implementing best practices.

1.3 SCOPE

This scope applies to all reception staff responsible for managing reception duties and tasks within the office environment. It encompasses the following areas:

- Opening and closing procedures for the reception area.
- Welcoming visitors and providing assistance.

- Answering phones and managing incoming calls.
- Handling mail, packages, and deliveries.
- Scheduling appointments and managing the reception calendar.
- Assisting visitors and staff with administrative tasks.
- Adhering to emergency procedures and protocols.

1.4 Definition of Terms and Acronyms.

(i) **SOP- Standard Operating Procedure**

1.5 METHOD

Creating an SOP for a reception office involves outlining the key tasks and protocols to ensure smooth operations and excellent customer service.

(a) Opening Procedures:

i. Arrive early to ensure the reception area is set up and ready for the day.
ii. Turn on all the necessary equipment such as computers, phones, and any other office devices.
iii. Check the cleanliness and organization of the reception area.
iv. Review any announcements, updates, or messages from the previous day.

(b) Welcoming Visitors:

i. Provide a warm and professional greeting to all visitors entering the office.
ii. Politely ask visitors to sign in and provide relevant information such as name, purpose of visit, and whom they are meeting.
iii. Ensure visitors are comfortable while waiting.

(c) Answering Phones:

i. Answer all incoming calls promptly and professionally.
ii. Identify yourself and the company.
iii. Take accurate messages if necessary, including caller name, contact information, and reason for calling.
iv. Transfer calls to the appropriate person or department efficiently.

(d) Handling Mail and Deliveries:

i. Sort and distribute incoming mail and packages to the appropriate recipients.

ii. Prepare outgoing mail and packages for pickup or delivery.
iii. Keep track of package deliveries and notify recipients promptly.

(e) Scheduling and Appointment Management:

i. Maintain an organized appointment calendar for meetings, interviews, and other scheduled activities.
ii. Confirm appointments with visitors and staff members as needed.
iii. Handle any changes or cancellations to appointments effectively.

(f) Assisting Visitors and Staff:

i. Provide information and assistance to visitors regarding directions, facilities, and services offered.
ii. Assist staff members with administrative tasks such as photocopying, and scanning of documents.
iii. Maintain confidentiality and professionalism at all times.

(g) Closing Procedures:

Complete any remaining tasks, such as organizing paperwork or tidying up the reception area.
Shut down equipment and secure the reception area.
Review any outstanding messages or tasks for the next day.
Prepare any necessary reports or documentation.

(h) Emergency Procedures:

Familiarize yourself with emergency protocols, including evacuation procedures and first aid.
Keep emergency contact information readily available.
Remain calm and assist visitors and staff in the event of an emergency.

(i) Continuous Improvement:

Regularly review and update the SOP to reflect changes in procedures or best practices.
Seek feedback from visitors, staff, and management to identify areas for improvement.
Provide training and support to reception staff to ensure adherence to SOPs.
By following these guidelines and adapting them to the specific needs of your reception office, you can establish efficient and professional procedures for managing reception duties effectively.

1.6 REFERENCES:

1. Receptionist Training Manual: This internal document provides detailed instructions and best practices for reception staff, covering various aspects of reception duties and customer service.

2. Office Emergency Procedures Manual: This manual outline emergency protocols and procedures to be followed in the event of fire, medical emergencies, or other incidents requiring evacuation or assistance.
3. Customer Service Excellence: How to Win and Keep Customers by Ron Kaufman: This book offers insights and strategies for delivering exceptional customer service, which can be applied to reception interactions.
4. Company Policies and Guidelines: Internal company policies and guidelines provide additional reference points for reception operations, including standards for professionalism, confidentiality, and communication.

2.0 HANDLING CUSTOMER COMPLAINTS AND CUSTOMER SATISFACTION.

2.1 PURPOSE

The purpose of this procedure is to establish guidelines and protocols for effectively handling customer complaints and ensuring high levels of customer satisfaction. By implementing standardized procedures, we aim to address customer concerns promptly, resolve issues efficiently, and foster positive relationships with our customers.

2.2 OBJECTIVES

1. To provide a structured framework for receiving, documenting, and addressing customer complaints.
2. To listen actively and empathetically to customer concerns, acknowledging their feelings and frustrations.
3. To investigate complaints thoroughly to identify the root cause and propose appropriate solutions.
4. To take timely action to resolve complaints and follow up with customers to ensure satisfaction.
5. To analyze trends and patterns in customer complaints to identify areas for improvement and prevent future issues.
6. To empower employees with the knowledge and tools to resolve complaints effectively and deliver exceptional customer service.

2.3 SCOPE

This procedure applies to all employees involved in customer-facing roles, including reception staff, customer service representatives, and management personnel. It encompasses the entire process of handling customer complaints, from initial receipt to final resolution and follow-up. The scope also includes the documentation and analysis of complaints to inform continuous improvement efforts.

2.4 DEFINITION OF TERMS AND ACRONYMS

(i) CPSM- County Public Service Management
(ii) CECM- Chief Executive Committee Member
(iii) DHRM- Director Human Resource Management
(iv) DSWM- Director Solid Waste Management

2.5 Responsibility

(1) **CECM-** the CECM will have overall responsibility of ensuring that this procedure is followed.

(2) **C.O**- the CO will be responsible for the planning, implementation and following up the procedure.

(3) **DHRM and DSWM-** they will be responsible for ensuring maintenance of the relevant documented information.

(4) **UNIT HEADS**- Ensuring customer complaints and feedback is captured, analyzed and acted upon in their respective units.

2.6 METHODS

Handling customer complaints and ensuring customer satisfaction is crucial for maintaining a positive reputation and fostering long-term relationships with clients. Here's an expanded procedure for effectively managing customer complaints and ensuring customer satisfaction in CPSM:

(1) **Establish Clear Channels for Complaints:**

- Ensure customers know how to voice their complaints by providing multiple channels such as in-person, phone, email, or online forms.
- Display contact information prominently on your website, receipts, and within the reception area.

(2) **Listen Actively and Empathetically**:

- When a complaint is received, listen carefully to the customer's concerns without interrupting.
- Show empathy and understanding towards the customer's situation, acknowledging their feelings and frustrations.

(3) **Document the Complaint:**

- Record all relevant details of the complaint, including the customer's name, contact information, nature of the issue, and any specific details provided.
- Use a standardized form or digital system to document complaints consistently.

(4) **Acknowledge the Complaint Promptly:**

- Provide immediate acknowledgment of the complaint to reassure the customer that their concerns are being taken seriously.
- Communicate a timeframe for when they can expect a resolution or further communication.

(5) **Investigate the Complaint Thoroughly:**

- Gather all necessary information related to the complaint, including reviewing any relevant records, communication, or transactions.
- Involve relevant departments or personnel as needed to investigate the root cause of the issue.

(6) **Propose Solutions and Take Action**:

- Once the investigation is complete, propose appropriate solutions or actions to address the customer's concerns.
- Offer compensation or remedies when necessary, such as refunds, discounts, or additional services.

(7) **Follow Up with the Customer:**

- After implementing the solution, follow up with the customer to ensure their satisfaction and to confirm that the issue has been resolved to their liking.
- Use the opportunity to gather feedback on their experience and to thank them for bringing the matter to your attention.

(8) **Analyze Trends and Patterns**:

- Regularly review customer complaints to identify any recurring issues or trends.
- Use this data to make informed decisions about process improvements or additional training needs.

(9) **Empower Employees to Resolve Complaints:**

- Provide training and guidelines to frontline staff on how to handle complaints effectively.
- Empower employees to resolve complaints at their level whenever possible, but also establish clear escalation procedures for more complex issues.

(10) **Celebrate Successes and Learn from Mistakes:**

- Recognize and celebrate instances where complaints were resolved to the customer's satisfaction, highlighting positive outcomes.
- Use unresolved complaints as opportunities for learning and improvement, implementing changes to prevent similar issues in the future.
- By following these procedures consistently and with a customer-centric approach, you can effectively manage customer complaints and ensure high levels of customer satisfaction, ultimately enhancing your business's reputation and success.

(11) **References:**

- ISO 10002:2018 - Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations: This international standard provides guidelines for establishing an effective complaint handling process, including principles for customer-oriented complaint resolution.

- Customer Service Excellence: How to Win and Keep Customers by Ron Kaufman: This book offers insights and strategies for delivering exceptional customer service and managing customer complaints effectively.
- Harvard Business Review: Managing the Customer Complaint Process: This article provides practical tips and best practices for managing customer complaints and turning dissatisfied customers into loyal advocates.
- Customer Feedback Forms and Surveys: Internal feedback mechanisms, such as customer feedback forms and satisfaction surveys, serve as valuable sources of information for identifying areas of improvement and gauging customer satisfaction levels.
- Industry Best Practices: Drawing upon industry-specific best practices and benchmarks can provide additional guidance and insights into effective complaint handling and customer satisfaction strategies.
- By adhering to this procedure and leveraging the referenced resources, we can enhance our ability to address customer complaints efficiently and uphold our commitment to delivering exceptional customer experiences.

3.0 PROCESSING OF COUNTY PAYROLL AND FORWARDING OF THE BY-PRODUCT -INTEGRATED PERSONNEL AND PAYROLL DATABASE (IPPD)

- **IPPD**
  - (i) All amendments are captured in the automated system (IPPD) after authorization by DHRM.
  - (ii) Employees who have exited on account of Retirement, Resignation, and transfer from the County public service are deleted from the monthly payroll.
  - (iii) Processing of the Payroll is done.
  - (iv) Printing of the payroll reports i.e. Payroll summaries per department, Bank –payroll reconciliation report, Deduction posting lists, Earning and Deductions Analysis.
  - (v) Payroll statutory summaries are prepared and forwarded to Finance for payment.
  - (vi) Bank schedules are printed and sent to the respective banks to aid in salary payments. Soft copies of the bank schedules are also sent to the respective banks.
- **MANUAL PAYROLL**
  - (i) Details of new employees are captured in the current month's manual payroll after authorization by the Director HRM.
  - (ii) Basic salary and allowances are tallied as per their respective job designation, job groups and salary scale points.
  - (iii) Verification of the drafted payroll is done by the Payroll Manager
  - (iv) If there are no corrections or changes, three copies of the payroll, that is, deductions and net salaries, are printed of which two copies are forwarded to the Finance Department and one copy is filed for records purpose.
- **ENABLING STATUTES / LAWS**
  - (i) Employment Act
  - (ii) Labour relations Act
  - (iii) Pension Act
  - (iv) Salaries and Remuneration Act
  - (v) County Government Act
  - (vi) Occupation Safety and Health Act
  - (vii) Labour institutions act

3.2 PURPOSE

The purpose of implementing an Integrated Personnel and Payroll Database (IPPD) is to streamline and centralize the management of personnel data and payroll processes within an organization. By integrating personnel and payroll functions into a single database system, the IPPD aims to improve efficiency, accuracy, and compliance while reducing administrative burden and operational costs.

3.3 OBJECTIVES

(1) Centralization of Data: Consolidate employee information, including personal details, employment history, compensation, benefits, and payroll-related data, into a unified database.

(2) Efficient Data Management**:** Implement standardized processes for data entry, storage, retrieval, and maintenance to ensure consistency, accuracy, and accessibility of personnel and payroll information.

(3) Streamlined Payroll Processing**:** Automate payroll calculations, deductions, and withholdings based on predefined rules and parameters to expedite payroll processing and reduce manual errors.

(4) Enhanced Reporting and Analysis: Generate comprehensive reports and analytics on personnel costs, workforce demographics, payroll expenses, and other key metrics to support strategic decision-making and regulatory compliance.

(5) Improved Compliance and Governance: Ensure adherence to relevant labor laws, tax regulations, and organizational policies governing personnel management and payroll administration.

(6) Employee Self-Service**:** Provide employees with secure access to their personal information, pay statements, tax forms, and other relevant documents through self-service portals, empowering them to manage their employment-related tasks conveniently.

(7) Integration with Other Systems**:** Integrate the IPPD with other enterprise systems, such as human resources management (HRM), accounting, time and attendance, and benefits administration, to facilitate data exchange and process synchronization.

(8) Data Security and Confidentiality**:** Implement robust security measures, access controls, and data encryption protocols to safeguard sensitive personnel and payroll data from unauthorized access, breaches, or misuse.

3.4 SCOPE

The scope of an Integrated Personnel and Payroll Database (IPPD) encompasses the following areas:

- Personnel Management: Employee records, employment history, qualifications, training, performance evaluations, and disciplinary actions.
- Payroll Processing: Salary structures, wage rates, bonuses, commissions, deductions, taxes, benefits, leave accruals, and payroll-related transactions.
- Compliance Management: Regulatory requirements, tax filings, labor laws, collective bargaining agreements, and internal policies governing personnel and payroll administration.
- Reporting and Analytics: Generation of standard and ad-hoc reports, dashboards, and analytics on personnel and payroll metrics for decision support and compliance monitoring.
- System Integration: Integration with other enterprise systems, including HRM, accounting, time and attendance, benefits administration, and financial management systems.

3.5 Definition of Terms and Acronyms

- **IPPD- Integrated Personnel and Payroll Database**
- **HRM- Human Resource Management**

3.6 METHOD

(1) **Data Collection and Verification:**

(i) Gather all relevant employee data, including hours worked, overtime, leaves taken, deductions, and other relevant information.

(ii) Verify the accuracy of employee data and ensure all necessary updates or corrections are made before processing payroll.

(2) **Calculation of Gross Pay:**

(i) Calculate each employee's gross pay based on their salary or hourly rate, taking into account any overtime hours, bonuses, commissions, or other earnings.

(3) **Deductions and Withholdings:**

(i) Deduct statutory deductions such as income tax, social security contributions, and any other mandated deductions based on applicable laws and regulations.

(ii) Deduct voluntary deductions such as health insurance premiums, retirement contributions, and any other employee-elected deductions.

(4) **Net Pay Calculation:**

(i) Subtract the total deductions and withholdings from the gross pay to calculate the net pay for each employee.

(5) **Generation of Payroll Reports:**

(i) Generate payroll reports detailing individual employee earnings, deductions, and net pay.

(ii) Prepare summary reports showing total payroll expenses, tax liabilities, and other relevant financial data.

(6) **Review and Approval:**

(i) Review payroll reports for accuracy and completeness, ensuring all calculations are correct and all necessary deductions are applied.

(ii) Obtain approval from authorized personnel, such as HR managers or finance officers, before finalizing payroll processing.

(7) **Payment Distribution:**

(i) Prepare payment files or checks for distribution to employees based on their preferred payment method (e.g., direct deposit, physical check).

(ii) Ensure timely distribution of payments according to established payroll schedules.

(8) **Recording and Documentation:**

(i) Record payroll transactions in the IPPD system, updating employee records with current earnings, deductions, and tax information.

(ii) Maintain detailed records of payroll processing activities, including payroll reports, payment records, and any supporting documentation.

(9) **Reconciliation and Reporting:**

(i) Reconcile payroll transactions with financial records to ensure accuracy and compliance with accounting standards.

(ii) Prepare and submit payroll reports to relevant authorities, such as Finance and Accounting, tax authorities or regulatory agencies, as required by law.

(10) **Compliance and Audit Readiness:** - Ensure compliance with all applicable laws, regulations, and internal policies governing payroll processing. - Maintain documentation and records in preparation for internal or external audits of payroll activities.

(11) **Continuous Improvement:** - Regularly review payroll processes and procedures to identify areas for improvement, streamline workflows, and enhance efficiency. - Seek feedback from stakeholders, including employees and management, to identify opportunities to enhance the payroll process and improve employee satisfaction.

3.7 References

- "Human Resource Information Systems: Basics, Applications, and Future Directions" by Michael J. Kavanagh and Richard D. Johnson - This book provides insights into the design, implementation, and management of HRIS, including integrated personnel and payroll databases.
- "Payroll Management: A Comprehensive Guide to Payroll Processing" by Steven M. Bragg - This resource offers practical guidance on payroll processing principles, practices, and technologies, including integrated payroll systems.
- "Integrated Personnel and Payroll System Implementation Guide" by World Bank Group - This publication provides guidance on implementing integrated personnel and payroll systems in public sector organizations, with a focus on best practices and lessons learned.
- Industry Standards and Best Practices: Reference industry-specific standards, guidelines, and best practices for personnel management, payroll processing, and IT security, such as ISO standards, SHRM guidelines, and regulatory frameworks.

4.0 INCORPORATING NEWLY RECRUITED EMPLOYEES IN THE IPPD SYSTEM.

4.1 PURPOSE

4.2 The purpose of incorporating newly recruited employees into the IPPD system is to establish a centralized repository of accurate and comprehensive personnel and payroll data. By efficiently onboarding new employees into the IPPD system, Department can streamline HR processes, ensure compliance with regulatory requirements, and facilitate seamless payroll administration.

4.3 OBJECTIVES

(1) **Data Accuracy:** Ensure accurate and complete entry of newly recruited employees' personal, employment, and payroll information into the IPPD system to maintain data integrity.

(2) **Efficiency:** Streamline the onboarding process by automating data entry and validation tasks, reducing manual errors, and improving overall efficiency.

(3) **Compliance:** Ensure compliance with labor laws, tax regulations, and organizational policies governing personnel management, payroll administration, and data protection.

(4) **Integration:** Integrate newly recruited employees' data seamlessly into the IPPD system, enabling synchronization with other enterprise systems such as HR management, accounting, and benefits administration.

(5) **Security:** Maintain robust security measures to protect sensitive employee information stored in the IPPD system from unauthorized access, breaches, or misuse.

(6) **Employee Experience:** Provide a positive onboarding experience for newly recruited employees by offering self-service capabilities, access to relevant information, and support resources within the IPPD system.

(7) **Accuracy and Timeliness:** Ensure timely incorporation of newly recruited employees' data into the IPPD system to facilitate payroll processing and other HR activities without delays.

4.4 SCOPE

The scope of incorporating newly recruited employees into the IPPD system includes the following activities:

- Data collection and verification of newly recruited employees' personal, employment, and payroll information.

- Entry of accurate and complete employee data into the IPPD system, including personal details, employment history, compensation, benefits, and tax information.
- Setup of benefits, deductions, tax withholding, and compliance-related information in the IPPD system.
- Document upload and management within the IPPD system, including storage of scanned copies or digital copies of required documentation.
- Validation, approval, and onboarding of newly recruited employees into the IPPD system, ensuring data accuracy and compliance with organizational policies.
- Ongoing maintenance and updates of employee records in the IPPD system to reflect changes in employment status, compensation, benefits, and personal information.

4.5 METHOD

Incorporating newly recruited employees into the Integrated Personnel and Payroll Database (IPPD) system involves several steps to ensure accurate and comprehensive data entry.

(1) **Data Collection and Verification:**

- Gather all relevant information and documentation for the newly recruited employees, including personal details, contact information, identification documents, employment contracts, and tax forms.
- Verify the accuracy and completeness of the collected data, ensuring that all required fields are filled out correctly and any discrepancies are addressed promptly.

(2) **Personnel Information Entry:**

- Enter the employee's personal information into the IPPD system, including their full name, date of birth, gender, marital status, address, contact numbers, and emergency contacts.
- Record any additional demographic information or identification details required for payroll and HR purposes.

(3) **Employment Details Input:**

- Enter employment-related information for the newly recruited employees, such as their job title, department, supervisor, employment status (full-time, part-time, temporary), start date, and probationary period, if applicable.
- Record any salary or wage details, including base pay rate, pay frequency, bonuses, commissions, and other compensation components.

(4) **Benefits and Deductions Setup:**

- Set up employee benefits and deductions in the IPPD system, including health insurance, retirement plans, leave accruals, and other employee benefits offered by the organization.
- Configure payroll deductions for taxes, social security contributions, pension contributions, and any other mandatory or voluntary deductions based on applicable laws and company policies.

(5) **Tax and Compliance Information Entry:**

- Enter tax-related information for the newly recruited employees, including tax filing status, withholding allowances, tax identification numbers (e.g., Social Security Number or National Insurance Number), and any applicable tax exemptions or credits.
- Ensure compliance with tax regulations and reporting requirements, including withholding tax calculations and submission of tax forms to relevant tax authorities.

(6) **Document Upload and Management:**

- Upload scanned copies or digital copies of the required documentation for the newly recruited employees, such as identification documents, employment contracts, tax forms, and other relevant paperwork.
- Organize and maintain employee documents securely within the IPPD system, ensuring compliance with data protection and privacy regulations.

(7) **System Validation and Approval:**

- Validate the accuracy and completeness of the entered employee data in the IPPD system, reviewing each record for errors or inconsistencies.
- Obtain approval from authorized personnel, such as HR managers or payroll administrators, to finalize the incorporation of newly recruited employees into the IPPD system.

(8) **Employee Onboarding and Orientation:**

- Communicate with the newly recruited employees to provide them with access to the IPPD system and familiarize them with its features, functionalities, and self-service capabilities.
- Guide employees through the onboarding process, including updating personal information, reviewing benefits and deductions, and accessing pay statements and tax forms online.

(9) **Continuous Data Maintenance:**

- Regularly review and update employee records in the IPPD system to reflect any changes in employment status, compensation, benefits, or personal information.
- Monitor compliance with data retention policies and regulatory requirements, ensuring the accuracy and integrity of employee data stored in the IPPD system.

4.6 References:

(1) "Human Resource Information Systems: Basics, Applications, and Future Directions" by Michael J. Kavanagh and Richard D. Johnson - This book provides insights into the design, implementation, and management of HRIS, including integrated personnel and payroll databases.

(2) "Payroll Management: A Comprehensive Guide to Payroll Processing" by Steven M. Bragg - This resource offers practical guidance on payroll processing principles, practices, and technologies, including integrated payroll systems.

(3) "Integrated Personnel and Payroll System Implementation Guide" by World Bank Group - This publication provides guidance on implementing integrated personnel and payroll systems in public sector organizations, with a focus on best practices and lessons learned.

(4) Industry Standards and Best Practices: Reference industry-specific standards, guidelines, and best practices for personnel management, payroll processing, and IT security, such as ISO standards, SHRM guidelines, and regulatory frameworks.

6.0 ISSUANCE OF LAST PAY CERTIFICATE (LPC) FROM THE IPPD.

6.1 PURPOSE.

The purpose of issuing a last pay certificate from the Integrated Personnel and Payroll Database (IPPD) is to provide departing employees with a comprehensive summary of their final pay entitlements and deductions upon separation from the organization. This certificate serves as a formal record of the employee's last salary payment and assists in ensuring transparency, compliance, and clarity in the separation process.

6.2 ISSUING OF LAST PAY CERTIFICATE

- The HR Officer or Payroll Manager confirms the officer exiting the public service has cleared with all the departments, and is in possession of an official secrets act declaration form, Wealth declaration form, and a clearance certificate.
- The Officer is deleted from the Payroll
- The Last Pay Certificate is printed and stamped and issued /given to the officer.

6.3 OBJECTIVES

- **Accuracy and Compliance:** Ensure accurate calculation and documentation of the departing employee's final pay entitlements, deductions, and withholdings in accordance with legal requirements and company policies.
- **Timeliness:** Issue the last pay certificate promptly following the employee's separation to facilitate timely payment of final entitlements and address any outstanding obligations.
- **Transparency:** Provide departing employees with a clear and detailed breakdown of their final salary payment, including earnings, deductions, and net pay, to promote transparency and understanding.
- **Legal Compliance:** Ensure compliance with labor laws, tax regulations, and other statutory requirements governing the issuance of last pay certificates and employee separations.
- **Employee Support:** Offer departing employee guidance and support in understanding the contents of the last pay certificate and addressing any questions or concerns they may have regarding their final pay entitlements.
- **Recordkeeping:** Maintain accurate and complete records of issued last pay certificates, including documentation related to the employee's separation, for compliance, audit, and reference purposes.

- **Data Security:** Safeguard sensitive employee information contained in the last pay certificate and related documentation to prevent unauthorized access, breaches, or misuse.

6.4 SCOPE.

The scope of issuing a last pay certificate from the IPPD includes the following activities:

- Verification and calculation of final pay entitlements, deductions, and withholdings for departing employees.
- Generation of a comprehensive last pay certificate incorporating details such as the employee's name, identification number, last working day, final salary payment amount, earnings, deductions, and net pay.
- Review, approval, and delivery of the last pay certificate to the departing employee in compliance with legal and company requirements.
- Documentation and recordkeeping of issued last pay certificates and related separation documentation for compliance, audit, and reference purposes.

6.5 METHODS

Issuing a last pay certificate from the Integrated Personnel and Payroll Database (IPPD) involves several steps to ensure accurate and timely processing of the certificate for departing employees.

(1) **Employee Separation Notification:**

(i) Receive notification of employee separation from the HR department or relevant authority.

(ii) Verify the details of the separation, including the reason for departure, last working day, and any outstanding obligations or entitlements.

(2) **Data Verification and Calculation:**

(i) Retrieve the departing employee's payroll and personnel records from the IPPD system.

(ii) Verify the accuracy and completeness of the employee's data, including personal information, employment history, salary details, benefits, and deductions.

(iii) Calculate the final pay entitlements for the departing employee, including any accrued but unused leave, pro-rated salary for the current pay period, bonuses, commissions, and other entitlements as per company policy and employment contract.

(3) **Deductions and Withholdings:**

(i) Deduct any outstanding amounts owed by the employee, such as outstanding loans, advances, or other debts.

(ii) Withhold statutory deductions, including income tax, social security contributions, and any other mandatory deductions as per applicable laws and regulations.

(4) **Generation of Last Pay Certificate:**

(i) Generate a last pay certificate using the IPPD system or payroll software, incorporating the calculated final pay entitlements, deductions, and withholdings.

(ii) Include details such as the employee's name, employee ID or payroll number, last working day, final salary payment amount, breakdown of earnings and deductions, and any other relevant information.

(iii) Ensure that the last pay certificate is formatted correctly and complies with legal requirements and company policies.

(5) **Review and Approval:**

(i) Review the last pay certificate for accuracy and completeness, ensuring that all calculations are correct and all necessary information is included.

(ii) Obtain approval from authorized personnel, such as HR managers or finance officers, to confirm the accuracy of the last pay certificate.

(6) **Delivery to Departing Employee:**

(i) Provide the last pay certificate to the departing employee in person or through secure electronic means, along with any other relevant documentation related to their separation, such as a resignation acceptance letter or termination notice.

(ii) Explain the contents of the last pay certificate to the departing employee and address any questions or concerns they may have.

(7) **Documentation and Recordkeeping:**

(i) Maintain a copy of the issued last pay certificate in the employee's personnel file and update their employment status in the IPPD system to reflect their separation.

(ii) Retain documentation related to the employee's separation, including the last pay certificate, resignation letter, exit interview notes, and any other relevant records, for compliance and audit purposes.

(8) **Compliance and Reporting:**

(i) Ensure compliance with legal requirements and company policies governing the issuance of last pay certificates and employee separations.

(ii) Prepare and submit any required reports or filings related to employee separations, final pay calculations, and tax withholding to relevant authorities, as per applicable regulations.

6.6 References:

- Labor Laws and Regulations: Reference applicable labor laws, regulations, and government guidelines governing employee separations, final pay calculations, and the issuance of last pay certificates, such as the Fair Labor Standards Act (FLSA) in the United States.
- Company Policies and Procedures: Consult internal company policies, procedures, and guidelines related to employee separations, payroll processing, and documentation requirements for issuing last pay certificates.
- Human Resources Best Practices: Draw upon HR best practices, industry standards, and guidelines for managing employee separations, final pay calculations, and the issuance of last pay certificates, as recommended by professional HR organizations and associations.
- Payroll Management Resources: Utilize resources and publications on payroll management, final pay calculations, and compliance with tax regulations, such as "Payroll Management: A Comprehensive Guide to Payroll Processing" by Steven M. Bragg.
- Legal and Compliance Resources: Seek guidance from legal experts, compliance professionals, and regulatory authorities on legal requirements, tax obligations, and compliance considerations related to issuing last pay certificates and employee separations.

7.0 APPROVING A LOAN FACILITY

7.1 PURPOSE

The purpose of the loan approval process within the Integrated Personnel and Payroll Database (IPPD) is to provide eligible employees with access to financial assistance while ensuring responsible lending practices, compliance with regulations, and alignment with organizational goals. This process aims to facilitate the efficient and transparent approval of loan facilities, promoting employee financial well-being and satisfaction.

(1) The loan applicant submits an application and registers in the loan register. An employee can also authorize the bank to submit an application or bring the loan form for approval individually.
(2) The loan applicant submits pay-slips which they access from GHRIS/UHR as per the bank's request and loan form to HR Officer or Payroll Manager for verification.
(3) In the event, a loan applicant has no pay-slips, the HR Officer or the Payroll Manager provides pay-slip for the loan applicant (Manual Payslips).
(4) The loan applicant provides the HR Officer or the Payroll Manager with their details, ID number or Personal Number to enable issuing of pay-slip.
(5) The HR Officer or Payroll Manager verifies and confirms the loan form is duly filled.
(6) Payroll officer ensures that the loan applicant meets the one third rule.
(7) Pay-slips and loan forms are stamped and signed.
(8) Loan is approved.

7.2 OBJECTIVES

- **Access to Financial Assistance:** Provide eligible employees with the opportunity to access loan facilities to meet their financial needs, such as personal expenses, education, housing, or emergencies.
- **Compliance and Governance:** Ensure compliance with legal and regulatory requirements governing loan approvals, including eligibility criteria, interest rates, repayment terms, and disclosure obligations.
- **Risk Management:** Assess the creditworthiness and repayment capacity of loan applicants to mitigate financial risks associated with default or non-repayment.
- **Efficiency and Timeliness:** Streamline the loan approval process to facilitate timely decision-making and disbursement of approved loans, minimizing delays and administrative burdens.

- **Transparency and Accountability:** Maintain transparency in the loan approval process, providing clear communication and documentation of decision-making criteria, outcomes, and responsibilities.
- **Employee Satisfaction:** Enhance employee satisfaction and engagement by offering accessible and fair loan facilities that meet their financial needs and support their well-being.
- **Data Integrity:** Ensure the accuracy and integrity of employee data within the IPPD system, including employment history, salary information, and loan-related records, to support effective loan processing and administration.

7.3 SCOPE

The scope of the loan approval process under IPPD includes the following activities:

(i) Receipt and review of loan applications from eligible employees, including verification of supporting documentation and eligibility criteria.

(ii) Evaluation of loan applications based on factors such as creditworthiness, repayment capacity, and compliance with organizational policies and regulatory requirements.

(iii) Approval decision-making by authorized personnel, including loan approval committees, HR managers, or finance officers, in accordance with established approval workflows and delegation of authority.

(iv) Communication of loan approval decisions to employees, including details of approved loan amounts, repayment terms, and any other relevant conditions or requirements.

(v) Disbursement of approved loan amounts to employees' designated bank accounts or payment methods, with accurate recording and documentation within the IPPD system.

(vi) Monitoring of loan repayment activities, including deduction of loan installments from employees' salaries, follow-up on overdue payments, and management of loan defaults or delinquencies.

7.4 METHODS

The process of approving a loan facility under the Integrated Personnel and Payroll Database (IPPD) involves several steps to ensure compliance, accuracy, and efficiency.

(1) **Loan Application Submission:**

(i) Receive loan applications from eligible employees through designated channels, such as an online portal, HR department, or designated loan officer.

(ii) Ensure that loan applications are complete and include all required documentation, such as proof of employment, salary statements, identification documents, and loan request forms.

(2) **Data Verification and Eligibility Assessment:**

(i) Verify the eligibility of the employee to apply for the loan, ensuring they meet the specified criteria, such as minimum service length, salary requirements, and creditworthiness.

(ii) Validate the accuracy of employee data in the IPPD system, including employment history, salary information, and other relevant details necessary for loan approval.

(3) **Loan Processing and Evaluation:**

(i) Review the loan application and supporting documentation to assess the employee's financial capacity, repayment ability, and creditworthiness.

(ii) Calculate the maximum loan amount and repayment terms based on the employee's salary, existing debts, and other financial obligations.

(iii) Conduct a risk assessment to evaluate the potential risks associated with approving the loan, considering factors such as the employee's credit history, employment stability, and affordability.

(4) **Approval Decision:**

(i) Determine whether to approve or deny the loan application based on the results of the evaluation and assessment process.

(ii) Obtain approval from authorized personnel, such as the loan approval committee, HR manager, or finance officer, in accordance with established approval workflows and delegation of authority.

(5) **Notification to Employee:**

(i) Communicate the decision on the loan application to the employee in a timely manner, providing clear and transparent information on the outcome of the approval process.

(ii) If approved, provide details of the loan amount, repayment terms, interest rate, and any other relevant conditions or requirements.

(iii) If denied, provide reasons for the decision and offer guidance on alternative options or steps the employee can take to address any deficiencies or concerns.

(6) **Loan Disbursement:**

(i) Process the disbursement of the approved loan amount to the employee's designated bank account or through other approved payment methods.

(ii) Ensure that the loan disbursement is accurately recorded in the IPPD system, updating the employee's payroll records and accounting for any deductions or adjustments as necessary.

(7) **Documentation and Recordkeeping:**

(i) Maintain accurate and complete records of the loan approval process, including loan applications, supporting documentation, approval decisions, and disbursement details.

(ii) Store documentation securely within the IPPD system or designated repository for compliance, audit, and reference purposes.

(8) **Monitoring and Follow-up:**

(i) Monitor loan repayment activities, including the timely deduction of loan installments from the employee's salary, and address any discrepancies or issues promptly.

(ii) Provide ongoing support and assistance to employees throughout the loan repayment period, including addressing inquiries, requests for modifications, or financial counseling as needed.

7.5 References:

(1) "Loan Management: Strategies, Policies, and Procedures" by Tomasz Sikora and Alexander van der Lely - This book provides insights into best practices and strategies for managing loan facilities, including approval processes, risk management, and compliance considerations.

(2) "Human Resource Management: Theory and Practice" by John Bratton and Jeffrey Gold - This textbook offers guidance on HR management principles and practices, including employee benefits, financial assistance programs, and employee well-being initiatives.

(3) "Financial Regulations and Compliance: A Practitioner's Guide" by H. David Kotz - This resource covers regulatory requirements and compliance considerations for financial institutions, including lending practices, consumer protection, and risk management.

(4) Industry Standards and Guidelines: Reference industry-specific standards, guidelines, and best practices for loan approval processes, risk assessment, and compliance management, as recommended by regulatory bodies and professional associations.

(5) Internal Policies and Procedures: Consult internal company policies, procedures, and guidelines governing loan facilities, eligibility criteria, approval processes, and documentation requirements, as established by the organization's HR department, finance team, or legal counsel.

8.0 REQUESTING AND OBTAINING PERSONAL NUMBERS FOR NEWLY RECRUITED EMPLOYEES

8.1 PURPOSE

To effectively requisition payroll numbers for newly recruited employees through GHRIS, ensuring accurate record-keeping and compliance with organizational and regulatory requirements.

8.2 Scope:

The scope of this process likely involves collecting necessary personal information from newly recruited employees to establish their identity within the organization's system. This information is typically required for various purposes, including payroll, taxation, benefits enrollment, and legal compliance.

8.3 Objective:

The objective of collecting personal numbers for newly recruited employees is to accurately identify them within the organization's records and systems. This helps ensure that they receive appropriate compensation, benefits, and access to company resources. Additionally, it facilitates compliance with legal and regulatory requirements related to employment and taxation.

8.4 References:

8.5 Legal requirements:

- Depending on the jurisdiction, there may be specific laws or regulations that mandate the collection of certain personal information from employees for employment and tax purposes.
- Human Resource policies: Organizations often have internal policies and procedures outlining the requirements for collecting and handling personal information of employees.
- Data protection guidelines: References to data protection and privacy guidelines, such as GDPR (General Data Protection Regulation) in the European Union or similar regulations in other regions, may inform how personal information should be collected, stored, and secured.

- Human resources best practices: Industry best practices and standards for employee data management, as recommended by HR associations or professional organizations, can provide guidance on collecting personal information from newly recruited employees.
- Overall, the process of requesting personal numbers for newly recruited employees in an IPPD system involves ensuring compliance with legal requirements, Human Resource policies, and data protection guidelines while accurately identifying employees within the organization's systems.

9.0 REACTIVATION OF PERSONAL NUMBERS FOR NEWLY RECRUITED EMPLOYEES

9.1 The process of reactivating personal numbers for newly recruited employees in the Integrated Personnel and Payroll Database (IPPD) system typically involves several steps:

(i) **Identification of Newly Recruited Employees:** HR personnel or administrators identify the newly recruited employees who need to be activated in the IPPD system. This may involve receiving notifications from the recruitment team or directly liaising with the Head of Directorate

(ii) **Data Collection:** Gather necessary information for each newly recruited employee, including personal details (such as full name, date of birth, address) and employment information (position, department, start date). This information may already be available in the organization's HR records or may need to be collected from the employees themselves.

(iii) **Access IPPD System**: Ensure access to the IPPD system with appropriate permissions to reactivate personal numbers for newly recruited employees. This access is typically granted to HR personnel or system administrators responsible for managing employee records.

(iv) **Reactivation Process**: Within the IPPD system, locate the profiles of the newly recruited employees who require reactivation. Follow the designated process within the system to reactivate their personal numbers. This may involve updating their employment status from "inactive" to "active" or a similar status change.

(v) **Verification and Validation:** Double-check the accuracy of the reactivated personal numbers and associated employee information within the IPPD system. Verify that all required fields are correctly filled out and that there are no discrepancies or errors.

(vi) **Communication:** Notify the respective newly recruited employees that their personal numbers have been reactivated in the IPPD system. Provide them with any relevant information or instructions, such as how to access their employee profiles or update their personal information if necessary.

(vii) **Documentation and Record**-Keeping: Maintain detailed records of the reactivation process, including the date of reactivation, employee details, and any relevant communications. This documentation ensures transparency and accountability in HR processes and may be required for auditing or compliance purposes.

(viii) **Training and Support:** Offer training or support to newly recruited employees as needed to familiarize them with the IPPD system and its functionalities. This can help ensure a smooth transition into their new roles and responsibilities within the organization.

9.2 Scope:

(i) Identification of Newly Recruited Individuals: Identify individuals who have recently been recruited into the organization and require the reactivation of their personal numbers. This could include new hires, rehires, or individuals returning from extended leave.

(ii) Updating Personnel Records: Ensure that the personal information for these individuals is accurately updated in the organization's database or human resources information system (HRIS). This includes details such as full name, contact information, employment status, and any other relevant data.

(iii) Issuance of Personal Numbers: Reactivate or issue personal identification numbers (e.g., employee IDs, social security numbers) for the newly recruited individuals, allowing them to access organizational systems, receive compensation, and fulfill other administrative requirements.

9.3 Objectives:

(i) Efficiency and Accuracy: Ensure that the reactivation process is carried out efficiently and accurately to minimize delays in onboarding newly recruited individuals and prevent errors in their personnel records.

(ii) Compliance and Security: Ensure compliance with relevant regulations and internal policies regarding the handling of personal information, including data protection laws and confidentiality requirements. Implement security measures to safeguard sensitive information during the reactivation process.

(iii) Seamless Integration: Facilitate the seamless integration of newly recruited individuals into the organization by providing them with the necessary access and resources to perform their roles effectively from the onset.

9.4 References:

(i) Organizational Policies and Procedures: Refer to the organization's policies and procedures regarding the reactivation of personal numbers for newly recruited individuals. This may include documented guidelines for HR personnel or IT administrators responsible for managing personnel records.

(ii) Legal and Regulatory Requirements: Adhere to applicable laws and regulations governing the collection, storage, and use of personal information, such as data protection regulations (e.g., GDPR, HIPAA) and employment legislation.

(iii) HR Best Practices: Consider established best practices within the field of human resources for managing employee data and onboarding processes. This may include recommendations from professional organizations or industry experts.

(iv) Technology Platforms and Systems: Utilize the functionalities of technology platforms and systems, such as HRIS or payroll software, to streamline the reactivation process and maintain accurate personnel records.

(v) By adhering to the defined scope, objectives, and references, organizations can effectively manage the reactivation of personal numbers for newly recruited individuals, ensuring compliance, efficiency, and a smooth onboarding experience.

10.0 CONFIRMATION OF THE NEWLY RECRUITED OFFICER INTO PERMANENT TERMS OF EMPLOYMENT

10.1 GENERAL

(1) Review of Probationary Period: If the newly recruited officer was initially hired on a probationary basis, the first step is to review their performance during the probationary period. Evaluate whether they have met the required performance standards and demonstrated suitability for permanent employment.

(2) Notification of Permanent Employment: If the officer's probationary period has been successfully completed and they meet the criteria for permanent employment, notify them of their confirmation into permanent terms of employment. This may involve providing them with an official letter or documentation confirming their permanent status.

(3) Update Employment Records: Update the officer's employment records to reflect their permanent status. This includes updating their employment contract or agreement, adjusting their salary and benefits as applicable, and making any necessary changes to their employment status in the organization's HR system.

(4) Communication with Stakeholders: Inform relevant stakeholders within the organization, such as department heads, supervisors, and HR personnel, of the officer's confirmation into permanent employment. Ensure that all necessary parties are aware of the change in employment status and any associated implications.

(5) Orientation and Integration: Provide the newly confirmed officer with any additional orientation or training necessary to support their transition into permanent employment. This may include familiarizing them with company policies and procedures, introducing them to their permanent team members, and providing any necessary resources or support.

(6) Employee Benefits and Entitlements: Ensure that the officer is aware of their entitlements as a permanent employee, including benefits such as healthcare coverage, retirement plans, vacation and sick leave accrual, and other employee perks or incentives.

(7) Follow-Up and Support: Offer ongoing support and guidance to the newly confirmed officer as they settle into their permanent role. Address any questions or concerns they may have and provide opportunities for feedback and development to support their continued growth within the organization.

10.2 Scope

(i) **Evaluation of Performance**: Assess the performance of the officer during their probationary period, considering factors such as job proficiency, teamwork, communication skills, and adherence to company policies and values.

(ii) **Documentation and Compliance**: Ensure that all necessary documentation, including employment contracts, performance evaluations, and any required legal or regulatory forms, is completed accurately and in compliance with relevant laws and company policies.

(iii) **Communication and Notification**: Communicate the decision to confirm the officer into permanent employment to relevant stakeholders, including the officer themselves, department heads, HR personnel, and any other parties involved in the recruitment and onboarding process.

(iv) Employee Benefits and Entitlements: Ensure that the officer is aware of their entitlements as a permanent employee, including benefits such as healthcare coverage, retirement plans, vacation and sick leave accrual, and any other perks or incentives offered by the organization.

10.3 Objectives:

The objectives of confirming a newly recruited officer into permanent terms of employment include:

(i) Retention and Engagement: Foster a sense of stability and security for the officer by offering permanent employment, which can contribute to higher levels of job satisfaction, engagement, and retention within the organization.

(ii) Recognition of Contribution: Acknowledge the officer's successful completion of their probationary period and their demonstrated suitability for permanent employment, recognizing their contributions to the organization during their initial period of employment.

(iii) Continuity and Stability: Ensure continuity and stability within the organization by confirming qualified employees into permanent roles, reducing turnover and the need for frequent recruitment and onboarding processes.

10.4 References:

References for confirming a newly recruited officer into permanent terms of employment may include:

(i) Employment Contracts and Policies: Refer to the terms outlined in the officer's employment contract, as well as any relevant company policies and procedures related to probationary periods, performance evaluations, and permanent employment confirmation.

(ii) Legal and Regulatory Requirements: Ensure compliance with applicable laws and regulations governing employment practices, including those related to probationary periods, employee rights, and termination procedures.

(iii) **HR Best Practices:** Consider industry best practices and guidelines for confirming employees into permanent roles, including standard procedures for performance evaluations, documentation, and communication with stakeholders.

(iv) **Internal Processes and Protocols:** Follow established internal processes and protocols within the organization for confirming newly recruited officers into permanent terms of employment, including any specific procedures outlined by the HR department or senior management.

11.0 OBTAINING MEDICAL INSURANCE CARD FOR ELIGIBLE EMPLOYEE

11.1 PURPOSE

The purpose of this procedure is to ensure County employees job satisfaction and potential longevity with the County Government of Nyeri which has direct implications for the County success.

11.2 SCOPE

This procedure applies to all activities as pertains to medical insurance cover.

11.3 TERMS DEFINITION

(i) SRC – Salaries and Regulation Commission

(ii) DHRM- Director, Human Resource Management

11.4 PRINCIPAL RESPONSIBILITY

The County DHRM shall ensure adherence to this procedure in the County

11.5 METHOD FOR THE MEDICAL INSURANCE CARD

(1) This procedure shall start upon appointment by County Public Service Board

(2) The officer shall duly fill the medical insurance application form.

(3) In verifying, the officer in charge shall check whether the member of staff have attached the following documents;

   (i) Copy of ID of the officer;

   (ii) Spouse's copy of ID

   (iii) Copy of birth certificate for the children up to the 21 years and 25 years if the dependent is in college

(4) Upon approval, the officer in charge shall ensure forwarding of the Medical Insurance application form to the relevant insurance company for production of medical insurance card

(5) Upon production of the Medical Insurance card, the Insurance Company shall deliver the cards to County offices and the officer in charge will distribute.

(6) This procedure shall be deemed complete upon the officer collecting the medical insurance card from relevant office.

11.6 REFERENCES

(i) Human Resource Policies and Procedures Manual

(ii) Labour Relations Act, 2007

(iii) Employment Act, 2007

(iv) SRC Circular on medical scheme for public officers serving in the County Government

12.0 FACILITATING CLAIMING OF FINAL DUES IN CASE OF DEATH

12.1 PURPOSE

The purpose of this procedure is to ensure that beneficiaries of a deceased officer are well facilitated to be able to claim final dues with the relevant organizations.

12.2 SCOPE

This procedure applies to all activities as pertains to final dues in case of death;

12.3 TERMS DEFINITION

(i) WIBA **-** Work Injury Benefit Act

(ii) DHRM- Director, Human Resource Management

12.4 PRINCIPAL RESPONSIBILITY\

The County DHRM shall ensure adherence to this procedure in the County

12.5 METHOD FOR THE FACILITATING CLAIMING OF FINAL DUES IN CASE OF DEATH

(1) This procedure shall start with the Chief Officer of the respective Department reporting death of an officer in his/her department to the DHRM.

(2) Upon receipt of the death report, the DHRM shall forward it to the officer in charge of welfare unit.

(3) In verifying, the officer in charge shall check the records of the deceased officer to ascertain who has been appointed as the beneficiary/ beneficiaries.

(4) Upon ascertaining, the beneficiary will be required to produce the following documents;

(i) Copy of ID of beneficiary

(ii) Bank details for the next of kin

(iii) Certified Copy of burial permit

(iv) Certified Copy of death Certificate

(v) The doctor’s report

(vi) Police abstract in case of accidental death

(vii) Copy of surrender of ID form

(viii) Letter from the administration in the area of jurisdiction

(5) Upon receiving the requisite documents, the DHRM shall forward them to the relevant insurance

(6) Upon forwarding, the DHRM shall ensure copy of the documents are retained in the personal file of the deceased officer.

(7) This procedure shall be deemed complete upon beneficiary receiving the final dues and the county receiving prove of payment from the relevant organization.

12.6 REFERENCES

(1) Human Resource Policies and Procedures Manual

(2) Labour Relations Act, 2007

(3) Work Injury Benefit Act, 2007

13.0 PROCEDURE NUMBER 14: INDUSTRIAL ATTACHMENT

13.1 PURPOSE

The purpose of this procedure is to provide students with real practical work experience in their area of specialization as a course requirement in training institutions.

13.2 SCOPE

This procedure applies to all activities as pertains to industrial attachment;

13.3 REFERENCES

(i) Labour Relations Act, 2007

(ii) Employment Act, 2007

13.4 TERMS DEFINITION

(i) W.E.F – with effect from

(ii) DHRM- Director, Human Resource Management

13.5 PRINCIPAL RESPONSIBILITY

The Chief Officer shall ensure adherence to this procedure in the respective Department, while the County DHRM shall ensure adherence to this procedure in the County

13.6 METHOD FOR THE INDUSTRIAL ATTACHMENT

(1) This procedure shall start with a student identifying a need to apply for attachment. Such a student must be a student in an institute of learning.

(2) Upon approval, the student shall apply for industrial attachment and forward it to the respective Department for verification.

(3) In verifying the respective department shall consider

(i) Application letter;

(ii) Letter from learning institution

(iii) Accident insurance cover;

(4) In the event of disapproval, the respective department shall advice accordingly

(5) Upon approval the respective department shall ensure forwarding of the Industrial attachment application letter to the DHRM for information and further verification as per criteria in 2.3 above and any other deemed necessary.

(6) In the event of disapproval, the DHRM shall ensure communication to the student with recommendations.

(7) Upon approval the DHRM shall ensure forwarding of the industrial attachment application letter to the officer in charge for approval as per the criteria in 2.3 above.

(8) Upon approval, the DHRM shall ensure a copy of offer of attachment letter is retained in the subject file, another copy is forwarded to the relevant Department and the original issued to the student.

(9) This procedure shall be deemed complete upon the student reporting to the Chief Officer of Department where student is attached and the DHRM notified.

14.0 GRATUITY /PENSION CLAIMS

14.1 PURPOSE

The purpose of this procedure is to ensure effective payment of final dues (service gratuity and pension).

14.2 SCOPE

This procedure applies to all activities as pertains to staff final dues.

14.3 REFERENCES

(i) Human Resource Policies and Procedures Manual

(ii) CBA

14.4 TERMS DEFINITION

(i) W.E.F – with effect from

(ii) CPSB – County Public Service Board

(iii) PF/N – Personal File Number

(iv) CS – County Secretary

(v) CBA – Corrective Bargaining Agreement

(vi) HRM – Human Resource Management

(vii) RTGS - Real Time Gross Settlement.

14.5 PRINCIPAL RESPONSIBILITY

The Chief Officer shall ensure adherence to this procedure in the respective Department, while the County DHRM shall ensure adherence to this procedure in the County.

14.6 METHOD FOR THE PAYMENT OF FINAL DUES.

(1) This procedure shall start with a member of staff identifying a need to apply for gratuity or final dues.

(2) Upon enquiries from the officer in the pension unit the member of staff shall duly fill the application for gratuity form (see 3.1 for application of gratuity form) and forward it to the pension unit for verification.

(3) In verifying the immediate supervisor shall consider

(i) Reasons for closure of account.

(ii) Bank account details

(iii) KRA PIN certificate

(iv) ID card copy

(v) Period of pension/gratuity contributions.

(4) Upon verification of document the pension officer will request for the officer's personal file and verify the date of appointment, prior payments and the letter of expiry of contract.

(5) Upon verification of document the pension officer will request for the officer's personal file and verify the date of appointment, prior payments and the letter of expiry of contract.

(6) In the event of disapproval, the immediate supervisor shall advice accordingly.

(7) Upon approval the unit officers shall draft the facilitation letters to the relevant pension scheme, for director's HRM signature.

(8) Upon approval by the director, the unit drafts a forwarding list of the officers claiming their gratuity/pension which are forwarded to the relevant pension scheme for further action.

(9) Upon forwarding the claim forms, the unit officers shall ensure a copy of the facilitation letter is retained in the personal file of the staff.

(10) This procedure shall be deemed complete upon the unit staff receiving a duly stamped copy of the forwarding list from the pension scheme.

15.0 MONTHLY GRATUITY COMPUTATION

15.1 PURPOSE

The purpose of this procedure is to ensure effective and efficient monthly computation of gratuity for all the officers under contract.

15.2 SCOPE

This procedure applies to the handling of monthly gratuity for all the contract employees.

15.3 REFERENCES

(i) CPSM service charter.

15.4 TERMS DEFINITIONS

(i) IPPD- Integrated personnel payroll data.

(ii) Non IPPD- Manual Payroll

(iii) ECDE- Early childhood development caregivers.

15.5 PRINCIPAL RESPONSIBILITY

(i) The DHRM shall ensure that this procedure is adhered to.

15.6 METHOD

(1) This procedure shall start with the officer in pension receiving raw data from the payroll office both IPPD and NON IPPD.

(2) Upon receipt of the above Data the unit officer will sort the payroll data and retain name of employees, ID numbers, Personal number, Designation, Job Group, Department, Engagement code, the basic salary column, arrears and gross pay for employees on contract only.

(3) The unit officer will use excel worksheet to compute the gratuity using the formula: Gratuity =31% of basic pay less PAYE.

(4) **Gratuity computation format**

BASIC SALARY	GRATUITY	TAX EXEMPT	TAXABLE	PAYE	NET GRATUITY

(5) The officer shall then prepare the summary for the IPPD and NON IPPD. The template for the summary is as below.

	NO. OF STAFF	GRATUITY AT 31%	TAX EXEMPT	TAXABLE PAY	PAYE 30%	NET GRATUITY
IPPD						
NON IPPD						
ECDE						

(6) After completion of the gratuity computation, the unit officer forwards the document to the relevant officers through the email for information and further action. The hard copy is forwarded to the chief officer responsible for Finance and Accounting, Lap Fund office, and a copy is retained in the pension office.

(7) This procedure shall be deemed complete upon the unit staff receiving RTGS from the accounts office.

16.0 PROCEDURE FOR LEAVE APPLICATION

16.1 PURPOSE

The purpose of this procedure is to ensure transparency, accountability effectiveness and efficiency in staff leaves.

16.2 SCOPE

This procedure applies to all activities as pertains to staff leave;

16.3 REFERENCES

(i) Human Resource Policies and Procedures Manual

(ii) CBA

16.4 TERMS DEFINITION

(i) W.E.F – with effect from

(ii) CPSB – County Public Service Board

(iii) PF/N – Personal File Number

(iv) CS – County Secretary

(v) CBA – Corrective Bargaining Agreement

(vi) HRM – Human Resource Management

(vii) DHRM- Director, Human resource Management

16.5 PRINCIPAL RESPONSIBILITY

The Chief Officer shall ensure adherence to this procedure in the respective Department, while The County DHRM shall ensure adherence to this procedure in the County

16.6 METHOD FOR THE ANNUAL LEAVE / SHORT LEAVE

(1) This procedure shall start with a member of staff identifying a need to apply for leave. Such a member shall discuss the need with the immediate supervisor for advice.

(2) Upon approval the member of staff shall duly fill the leave application form (see 3.1 for application of leave form or click here to download) and forward it to the respective immediate supervisor for verification.

(3) In verifying the immediate supervisor shall consider

(i) Reasons for Leave;

(ii) Type of leave (Annual or Short-leave)

(iii) Workload over the Leave days;

(iv) Duration of the leave;

(v) Pending leave days;

(4) In the event of disapproval, the immediate supervisor shall advice accordingly

(5) Upon approval the immediate supervisor shall ensure forwarding of the leave application form to the Chief Officer for information and further verification as per criteria in 2.3 above and any other deemed necessary.

(6) In the event of disapproval, the Chief Officer shall ensure communication to the staff with recommendations.

(7) Upon approval the Chief Officer shall ensure forwarding of the leave application form to the DHRM for approval as per the criteria in 2.3 above and any other deemed necessary.

(8) Upon approval, the DHRM shall ensure a copy of the leave form is retained in the personal file of the staff and the original retained by the requesting staff.

(9) This procedure shall be deemed complete upon the staff reporting to the Chief Officer on return, and the Chief Officer notifying the DHRM the return of the Officer, through monthly Staff Return.

16.7 METHOD FOR THE MATERNITY / PATERNITY LEAVE

(1) This procedure shall start when a member of staff applies for maternity leave to the DHRM upon delivery of child, and attaching a birth notification duly stamped from hospital.

(2) Upon approval the DHRM shall issue an approval letter to the staff member.

(3) This procedure shall be deemed complete upon the staff member being issued with maternity/paternity approval through the Departmental Chief Officer.

16.8 METHOD FOR THE COMPASSIONATE LEAVE

(1) This procedure shall start with a member of staff identifying a need for compassionate leave. Such a member shall discuss the need with the immediate supervisor.

(2) The requesting officer shall have exhausted all annual leave days`, for the current year.

(3) Upon approval by the Supervisor the member shall apply for the leave to the DHRM who shall issue the officer with an approval letter of compassionate leave not exceeding Ten (10) working days.

16.9 APPENDICES

(1) **APPLICATION FOR LEAVE FORM (To be filled in triplicate)**

(2) **SHORT LEAVE FORM (To be filled in triplicate)**

17.0 PROCEDURE NUMBER 18: CONDUCTING CHRAC MEETINGS

17.1 PURPOSE

17.2 The purpose of this procedure is to ensure efficiency and consistency in the conduct of CHRAC Meetings by the County Government of Nyeri.

17.3 **SCOPE** This procedure applies to the conduct of all CHRAC Meetings by the County Government of Nyeri.

17.4 REFERENCE

(1) Human Resource Policies and Procedures Manual

(2) CBA – Corrective Bargaining Agreement

(3) Relevant Government Circulars

17.5 TERMS DEFINITION

(i) CGN – County Government of Nyeri

(ii) CO – Chief Officer

17.6 PRINCIPAL RESPONSIBILITY

The DHRM shall be responsible to ensure that this procedure is adhered

17.7 Method

(i) CHRAC Meetings held by the County Government of Nyeri shall be of the following categories:

(ii) Scheduled CHRAC Meetings.

(iii) Unscheduled CHRAC Meetings

17.8 Scheduled CHRAC Meetings

(1) Scheduled CHRAC Meetings are the CHRAC Meetings captured in the County Government of Nyeri's calendar of events. The Scheduled CHRAC Meetings shall be conducted in the following manner:

(2) The DHRM, in liaison with the County Secretary, the Chief Officers and the respective member of staff, shall prepare the agenda of the CHRAC Meetings and source for the venue of the CHRAC Meetings.

(3) The DHRM shall then give a notice of the same to the respective Participants at least 14 days before the scheduled day of the CHRAC Meetings.

(4) This notice shall detail the CHRAC Meeting date, time, venue and the agenda as prepared in 2.2.3 above.

(5) The County Secretary shall ensure that the CHRAC Meeting is conducted as per the agenda and that the secretary to the CHRAC Meetings or an appointed member of staff records the CHRAC Meetings minutes.

(6) The DHRM shall ensure that the minutes of the CHRAC Meetings are produced and filed in the respective file as per filing procedure awaiting the next CHRAC Meetings where they shall be confirmed.

(7) All minutes shall be confirmed in the subsequent CHRAC Meetings by the chairperson and secretary to the CHRAC Meetings appending their signatures on the minutes.

(8) The DHRM of every CHRAC Meetings shall ensure that all resolutions passed in the CHRAC Meetings are effected by the appointed member of staff in the required time frame.

17.9 Unscheduled CHRAC Meetings

Unscheduled CHRAC Meetings are the CHRAC Meetings not captured in the County Government of Nyeri's calendar of events which are conducted on a need basis. These shall be conducted as follows:

(1) The DHRM, in liaison with the County Secretary and the respective Chief Officer / member of staff, shall prepare the agenda of the CHRAC Meetings and source for the venue of the CHRAC Meetings.

(2) The DHRM of the CHRAC Meetings shall then give a notice of the same to the respective members of staff before the time of the CHRAC Meetings.

(3) This notice shall detail the CHRAC Meeting date, time, venue and the agenda as prepared in 2 above.

(4) The County Secretary shall ensure that the CHRAC Meeting is conducted as per the agenda and that the DHRM or an appointed member of staff records the CHRAC Meeting minutes.

(5) The DHRM shall ensure that the minutes of the CHRAC Meetings as produced and filed in the respective file awaiting the next CHRAC Meetings where they shall be confirmed.

(6) All minutes shall be confirmed in the subsequent CHRAC Meetings by the chairperson and secretary to the CHRAC Meetings appending their signatures on the minutes.

(7) The DHRM shall ensure that all resolutions passed in the CHRAC Meetings are implemented by the appointed member of staff in the required time frame and this procedure shall be deemed complete.

COUNTY SOLID WASTE MANAGEMENT PROCEDURES

18.0 PROCEDURE NO. 18: CLEARING GARBAGE, RUBBISH E.T.C. FROM FOOTPATHS, STREETS AND PUBLIC ROADWAYS

18.1 PURPOSE

Management of garbage helps to ensure a healthy, safe and secure environment for all.

18.2 OBJECTIVE

(i) To improve environmental aesthetics

(ii) To destroy rodents and parasites breeding sites that would promote spread of diseases

(iii) To reduce biological, chemical and physical hazards from the environment

18.3 SCOPE

(1) The procedure covers garbage, rubbish and debris collection from streets and footpaths

(2) The procedure covers planning, designing and implementing a suitable garbage clearing method for both rural and urban areas.

(3) This procedure applies to all rural and urban areas within Nyeri County

18.4 DEFINITION OF TERMS AND ACRONYMS

(i) **Garbage -** These are putrescible wastes resulting from the growing, handling, preparation, cooking and serving of food. It attracts insects, rats and rapidly decomposes with production of unpleasant odor.

(ii) **Rubbish – This** term includes all non-putrescible refuse except ashes. There are two categories of rubbish. Combustible and non-combustible.

(iii) **Combustible Rubbish – The** material is primarily organic in nature and it includes paper, cardboard and wood.

(iv) **Non-combustible Rubbish –** material primarily inorganic and includes tins, cans, metals, glass, ceramics and other mineral refuse

(v) **Debris - Remains** of something broken or destroyed

(vi) **Ashes –** waste products from coal, charcoal and wood when burned

(vii) **Other wastes –** demolished materials, abandoned cars, and construction wastes, also considered as municipal waste

(viii) **Street –** A public road in a city, town, or village, typically with houses and buildings on one or both sides.

(ix) **Waste receptacle –** chambers, mostly constructed in the rural markets to hold waste before transportation to the dumping site.

(x) **Skips –** metallic waste storage bins placed in various designated points in rural markets for storage of waste before transportation. A specialized vehicle is used to load and haul the waste to the disposal site.

(xi) **Supervisor –** Public health Officer in charge of solid waste management

(xii) **NEMA-** National Environment Management Authority

(xiii) **CECM –** County Executive Committee Member

18.5 RESPONSIBILITY

(1) The CECM will have the overall responsibility of ensuring that this procedure is followed.

(2) The Chief Officers will be responsible for the planning, implementation and following up of this procedure.

(3) Director Solid Waste Management will be responsible for ensuring maintenance of the relevant documented records of the services rendered and facilitation of the street cleaners.

(4) The Sub County Public Health Officer in charge will be responsible for duty allocation, subdivision of work and supervision of the street cleaners.

18.6 METHOD

The Department shall:

(1) Conduct zoning of areas where garbage, rubbish and debris will be cleared in seven Sub Counties (except Nyeri Municipality) within Nyeri County.

(2) Subdivide the areas into smaller zones.

(3) Allocate the zones to the sanitation staff in the sub county. The sanitation staff will be responsible of cleaning the street by the removal of garbage, combustible and non- combustible rubbish, debris, ashes and other types of waste. It will also be the responsibility of the sanitation staff to load waste into the skip/waste receptacles.

(4) Provide the necessary personal protective equipment, tools and equipment to the assigned staff.

(5) Conduct supervision to ascertain proper cleaning.

(6) Provide specialized vehicles that are NEMA licensed to transport the waste to the dumpsite.

(7) Dispose the waste in an environmental friendly manner to a designated dumpsite.

18.7 Tools maintenance

(1) The sanitation staff assigned to do street cleaning shall be responsible of cleaning and maintaining the working tools.

(2) The staff shall report any case of missing tools to the supervisor who will follow up the matter and make arrangements for replacements

(3) All working tools shall be kept in the Sub County Departmental stores while not in use.

18.8 Handling of complaints

In case of a complaint arising from the public;

(1) The supervisor shall record the complaint into the complaint register indicating the date, name of the complainant, nature of the complaint and the action taken.

(2) The supervisor will resolve the matter or refer the complainant to the Director, Solid Waste Management.

18.9 DOCUMENTED INFORMATION - Relevant Documented information shall be maintained by respective officers.

19.0 Procedure No. 3: Clearing carcass from private premises

19.1 PURPOSE

Management of carcass helps to abate nuisance that can be prejudicial to public health

19.2 OBJECTIVE

(1) To protect public health

(2) To prevent blockage of the drainage and the sewerage system or interfere with the free flow or affect the treatment and disposal of drainage and sewer contents.

(3) To eliminate bad odours emanating from the carcasses.

(4) To enhance aesthetics in private premises.

19.3 SCOPE

The procedure covers clearance of carcass from private premises within Nyeri County.

19.4 DEFINITION OF TERMS AND ACRONYMS

(1) **Premise –** A building and the piece of land that it is on.

(2) **Carcass –** Dead body of an animal

(3) **CECM –** County Executive Committee Member

19.5 RESPONSIBILITY

(1) The CECM will have the overall responsibility of ensuring that this procedure is followed.

(2) The Chief Officers will be responsible for the planning, implementation and following up of this procedure.

(3) Director Solid Waste Management will be responsible for ensuring maintenance of the relevant documented records of any carcass cleared.

(4) The Municipal Manager shall be responsible for the planning, implementation and following up of this procedure within the Municipality.

(5) The Sub County Public Health Officer in charge shall lead in identification, clearance of the carcass and reporting to the veterinary department for disposal.

19.6 METHOD

The Department shall:

(1) Ensure clearance of all animal carcasses from private premises.

(2) Ensure the carcasses are disposed through proper means that does not pose health hazards to the sanitation officers and to the general public.

19.7 DOCUMENTED INFORMATION - Relevant Documented information shall be maintained