

PROCEDURE NUMBER 4: HANDLING COMPLAINTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, efficiency and transparency in the handling of all customer complaints by the Department.

1.2 SCOPE

1.3 This procedure applies to the handling of all customer complaints by the Department.

1.4 REFERENCES

- (i) Relevant Government Circulars

1.5 TERMS DEFINITIONS

- (i) CCC – Customer Complaints Committee

1.6 PRINCIPAL RESPONSIBILITY

- (i) The Chief Officer shall ensure that this procedure is adhered to.

2.0 Method

2.1 This procedure shall start with the officer in charge of complaints receiving complaints from the Departmental customers.

2.2 Upon receipt of any complaint, the officer shall record the details in the complaint register and give an official apology to the complainant within the day of its receipt *(See Appendix 4.1 for complaints register page format)*

2.3 The officer shall then assess the complaint to establish:

- (i) The magnitude of the complaint
- (ii) The impact it has on the image of the Department and the County Government at large;
- (iii) The impact of the complaint to the customer

2.4 Based on the establishment in 2.3 above, the officer shall either handle the complaint in liaison with the relevant member of staff under whom the complaint directly affects or forward it to the CCC within 2 days of receipt for further action.

- 2.5** In the event that the Officer in charge of complaints and the relevant member of staff cannot handle, they shall in liaison with the Chief Officer determine the appropriate action to be undertaken and record it in the complaint register.
- 2.6** The officer in charge of handling complaints shall ensure that the action established above (2.5) is appropriately handled.
- 2.7** If the CCC is to handle the complaint, the officer shall convene a CCC meeting as per meetings procedure ~~number 3~~ in this procedures manual within 3 days of receipt to deliberate on the issue, determine the appropriate action and ensure its implemented, record in the complaints register and communicate to the customer where applicable.
- 2.8** At the end of every quarter, the officer in charge of complaints shall prepare a report of all complaints handled in the quarter using the prescribed quarterly reporting format based on the details of the register and forward to the Chief Officer for review and approval.
- 2.9** The Chief Officer shall review the report based on the details of the register and approve its dispatch to the relevant external body.
- 2.10** This procedure shall be deemed complete upon the officer presenting the report to the relevant body and ensuring all recommendations made by the external body are implemented.

3.0 APPENDICES

APPENDIX 3.1: CUSTOMER COMPLAINTS REGISTER PAGE FORMAT

Date Received	Name of Complainant	ID. No of Complainant	Brief description of complaint	Complaint channel	Date Acknowledged	Action taken	Action date	Status
11/12/24	Francis N. Waigwa	14428806	Did not receive retirement notice	Pension office	11/12/24	Issued with a copy of retirement notice	11/12/24	Issue solved
13/3/25	Dr Mary Ann Muthoni	2015098582	Ommited Pension 2016 to June 2020	Verbal	13/3/25	Letter done to Chief Officer finance requesting for the payment	13/3/2025	

						of the same		

1.0 GRATUITY /PENSION CLAIMS

1.1 PURPOSE

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

1.2 SCOPE

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

1.3 REFERENCES

- (i) Human Resource Policies and Procedures Manual
- (ii) CBA

1.4 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-

1.5 PRINCIPAL RESPONSIBILITY

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

2.0 METHOD FOR THE PAYMENT OF FINAL DUES.

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

2.2 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.

2.3 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.
- 2.4** 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.
- 2.5** In the event of disapproval, the immediate Supervisor shall advice accordingly.
- 2.6** Upon approval the unit officers shall draft the facilitation letters to the relevant pension scheme, for director's HRM signature.
- 2.7** 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.
- 2.8** 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.
- 2.9** This procedure shall be deemed complete upon the unit staff receiving a duly stamped copy of the forwarding list from the pension scheme.

PROCEDURE NUMBER 13: MONTHLY GRATUITY COMPUTATION

4.0 GENERAL

4.1 PURPOSE

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

4.2 SCOPE

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

4.4 REFERENCES

(i) CPSM service charter.

4.5 TERMS DEFINITIONS

(i) IPPD- Integrated personnel payroll data.

(ii) Non IPPD- Manual Payroll

(iii) ECDE- Early childhood development caregivers.

4.6 PRINCIPAL RESPONSIBILITY

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

5.0 METHOD

5.1 This procedure shall start with the officer in pension receiving raw data from the payroll office both IPPD, NON IPPD and ECDE Manual Payroll.

5.2 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.

5.3 The unit officer will use excel worksheet to compute the gratuity using the formula:
Gratuity = 31% of basic pay less Payee.

5.4 Gratuity computation format

BASIC SALARY	GRATUITY	TAX EXEMPT	TAXABLE	PAYE	NET GRATUITY

5.5 The officer shall then prepare the summary for the IPPD, NON IPPD and ECDE teachers. The template for the summary is as below.

5.6

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

5.7 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 finance, economic planning and ICT, Lap Fund office, and a copy is retained in the pension office.

2.9 This procedure shall be deemed complete upon the unit staff receiving RTGS from the account office.

1.0 PENSION CLAIMS

1.1 PURPOSE

The purpose of this procedure is to ensure effective payment of pension dues.

1.2 SCOPE

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

1.3 REFERENCES

- (i) Human Resource Policies and Procedures Manual
- (ii) CBA

1.4 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) DHRM – Director Human Resource Management
- (vii) PAYROLL-Salary processing unit.
- (viii) CPF- County Pension Fund
- (ix) NSSF-National Social Security Fund
- (x) HRIS- Human Resource Information System

1.5 PRINCIPAL RESPONSIBILITY

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

2.0 METHOD FOR THE PAYMENT OF FINAL DUES.

2.1 This procedure shall start with a member of staff exiting service due to retirement, resignation, Dismissal, redundancy& Death etc.

2.2 The officer identifying a need to apply for pension is advised to clear with the County Government of Nyeri by filling the clearance forms.

2.3 Upon filling the clearance forms and duly signed by the respective officers, the pay roll unit issues the officer with the last pay certificate indicating the last date of officer's payment and proof of the officer being deleted from HRIS.

- 2.4** Upon deletion from the payroll, the pension officer request for officer's personal file verifying the officer has been deleted from HRIS.
- 2.5** The unit officer will request the officer to fill the closure of account forms if the officer belong to Lapfund Pension Scheme attaching;
1. KRA PIN CERTIFICATE
 2. ID COPY
 3. ATM CARD
 4. Last pay certificate/retirement, resignation letter.
- 2.6** Upon presenting the documents, the pension officer will draft an introduction letter to Lapfund Pension Scheme for Director Human Resource signature.
- 2.7** For officers who are members of County Pension Fund and NSSF, they are not to present the above documents. The officer in the pension unit drafts introduction letters to CPF and NSSF respectively for the DHRM's signature.
- 2.8** If the officers belong to the line ministries, they should forward the following documents to their line ministries for pension computation;
- i. Copy of national ID
 - ii. Original two latest pay slips
 - iii. Civil servants ID card
 - iv. PCA on first appointment and GP24 Revised
 - v. Copy of ATM /Bank plate
 - vi. PSC 2B forms [wealth declaration of income, assets and liabilities]
 - vii. Deletion sheet from the county payroll
 - viii. All promotion letters
 - ix. Confirmation in appointment
- 2.9** This procedure shall be deemed complete upon the retirees receiving their pension.