NATIONAL EMPLOYMENT AUTHORITY

CITIZEN SERVICE DELIVERY CHARTER

Striving for Excellence in the Service of our Nation

VISION: Employment Opportunities for All

MISSION: To Formulate and Implement Policies and Programmes for Sustainable Job Creation

CORE VALUES:

- Integrity
- Equity
- Diversity
- Accountability
- Participation by Stakeholders
- Transparency
- Creativity
- Innovativeness
- Customer Focus

OUR SERVICE STANDARDS

SERVICE RENDERED/ DELIVERED	CUSTOMER REQUIREMENTS	USER CHARGES	TIMELINES
Provision of advisory services on employment issues	None	None	1 Week
Provision of labour market information	As per request	None	1 week
Registration of jobseekers	Credential of job seekers	None	1 Day
Registration of vacancies	Job description and specification from employer	None	I day
Placement of job seekers	Credentials of jobseekers and vacancies notification	None	1 week after notification of the vacancy
Carry out occupational guidance and counselling	The Applicant has to present self to the employment office	None	I day
Vetting and Registration of private recruitment agencies	Particulars of the recruitment agency	➢ Foreign Recruitment Registration-Kshs.500,000.0 Renewal -Kshs.250,000.0 ➢ Local Recruitment Registration-Kshs.125,000.0 Renewal -Kshs.75,000.0	2 Months
Registration of graduates for internship opportunities	Credential of prospective intern	None	1 Day
Placement of graduates in internship	Job description and specification from employer	None	2 weeks

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Working Days /Hours: Mon – Fri: 8:00 am – 5:00 pm

We commit ourselves to providing efficient and effective service to all our customers