Issue No 27

NEA

Weekly e-SHOT

21st -25th Feb 2022

The NEA Citizen Service Delivery Charter



The Charter establishes the standards of service that should be expected when dealing with the Authority and its staff, rights and obligations are outlined in the Citizen Service Charter, as well as the procedure to follow to get the Authority's service standards.

One of the aims of this charter is to make a commitment to citizens of transparency, to listen to them, and to serve them to the greatest possible standards in order to satisfy them in service delivery.

OUR SERVICE STANDARDS

SERVICE RENDERED/ DELIVERED	CUSTOMER REQUIREMENTS	USER CHARGES	TIMELINES
Provision of advisory service on employment issues	None	None	1 Week
Provision of labour market information	As per request	None	1 Week
Registration of jobseekers	Credential of jobseekers	None	1 Day
Registration of vacancies	Job description and specification from employer	None	1 Day

SERVICE RENDERED/ DELIVERED	CUSTOMER REQUIREMENTS	USER CHARGES	TIMELINES
Placement of jobseekers	Credentials of job seekers 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	1 Day
Vetting and Registration of private recruitment agencies	Particulars of the recruitment agency	➢ Foreign Recruitment Registration – Ksh. 500,000.00 Renewal Ksh. 250,000.00 ➢ Local Recruitment Registration – Kshs. 125,000.00 Renewal – Kshs 75,000.00	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

OUR VISION

Employment opportunities for all

OUR MISSION

To formulate and implement employment policies and programmes for creation of sustainable employment for all Kenyans

Striving for Excellence in the Service of our Nation