



**COUNTY ASSEMBLY OF KISUMU**

**BENEVOLENCE AND WELFARE POLICY**



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**MAY 2025**

*Benevolence and Welfare Policy 2025*



## **ACRONYMS AND ABBREVIATIONS**

BWC	Benevolence and Welfare Committee
CASB	County Assembly Service Board
CAK	County Assembly of Kisumu
CPD	Continuing Professional Development
EWP	Employee Wellness Program
SRC	Salaries and Remuneration Commission

## **FOREWARD**

As the Clerk of the Kisumu County Assembly, it gives me great pleasure to introduce this comprehensive Benevolence and Welfare Policy, which represents our collective commitment to the well-being of all Members of County assembly and staff who serve this noble institution. The County Assembly plays a pivotal role in legislation, representation, and oversight; the duties that demand dedication, resilience, and sacrifice. Recognizing the challenging nature of public service, this policy establishes a robust framework to support our human capital, ensuring that as we serve the people of Kisumu County, our own welfare needs are not overlooked.

This policy comes at a critical time when the need for structured mechanisms through which benevolence and welfare matters can be addressed. It embodies our shared values of solidarity, compassion, and mutual responsibility, providing tangible solutions for bereavement support, medical emergencies, workplace amenities, and staff development. The establishment of the Bereavement & Medical Support Fund, the Staff Welfare Fund, and various workplace improvement initiatives demonstrate our proactive approach to addressing the holistic needs of our Assembly family. These mechanisms are designed not just as reactive measures, but as proactive investments in our most valuable asset – our people.

I wish to underscore that the success of this policy depends on the active participation and ownership by all stakeholders. To our Honorable Members and dedicated staff, I encourage you to thoroughly familiarize yourselves with the contents of this document, understand your rights and responsibilities under the policy, and actively engage in its implementation. Your contributions, both financial and through constructive feedback, will ensure the sustainability and effectiveness of these welfare programs. The Assembly leadership remains committed to regular reviews and improvements to keep the policy responsive to emerging needs.

In closing, let me reaffirm that this Benevolence and Welfare Policy is more than just a document – it is a covenant of care within our Assembly community. As we continue our important work in serving the people of Kisumu County, let us do so knowing that we have created a supportive environment that values and protects every member of our team. Together, we can build an institution that excels not only in its constitutional mandates but also in caring for those who make it all possible.



**OWEN OJUOK**

**CLERK, COUNTY ASSEMBLY OF KISUMU**

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## EXECUTIVE SUMMARY

The County Assembly of Kisumu (CAK) recognizes that its members and staff are its most valuable resource in delivering legislative, oversight, and representative functions. This Benevolence and Welfare Policy establishes a structured framework to promote their well-being, addressing critical gaps in the current informal welfare system. Presently, support is limited to voluntary contributions by members of county assembly (MCAs) and staff, with no provisions for medical emergencies, workplace amenities, or staff development.

The policy is anchored on principles of solidarity, equity, transparency, and legal compliance. The policy has the objectives to; provide financial support to members during periods of bereavement, support members when instances of disasters and other calamities, provide for mechanisms for the investment of the Benevolence and welfare funds to generate income, provide the procedures for the management of the funds, provide for education needs of members and their beneficiaries, provide for other social needs of members that support their welfare, Provide for medical and other emergency support to members.

This benevolence and welfare policy addresses the governance mechanisms of the fund, procedures for admission to membership and claims during the periods of need and occurrences, management of funds and contributions, accountability for the funds contributed and other general rules required to ensure sustainability of the benevolence and welfare fund and prudent management.

Implementation will be phased, prioritizing bereavement and medical support in the initial stages, followed by expanded benefits. The policy has instituted responsibilities to the benevolence and welfare committee and other affiliated individual responsibilities to key management staff for coordination and successful implementation.

## CHAPTER ONE: INTRODUCTION

### 1.1 Background

In performing its legislative, oversight, and representative roles, the County Assembly of Kisumu (CAK) recognizes that its human resources, whether elected or appointed is the most valuable resource. The health and welfare of all staff of the assembly is critical to achieving its mission of providing a premier legislation, oversight and representation services that promote the socio-economic development to the residents of Kisumu.

Currently, the Assembly lacks a structured welfare system, relying instead on informal arrangements where Members contribute voluntarily during bereavements, with no standardized support for medical emergencies, workplace amenities, or staff development. This gap leaves Members and employees vulnerable during crises and fails to meet the standards outlined in Kenya's Employment Act (2007), which mandates fair labor practices and workplace welfare. The absence of key facilities—such as a staff cafeteria, breastfeeding spaces, and a resource library—further highlights the need for a comprehensive policy that aligns with constitutional guarantees of dignity and social protection (Article 43, Constitution of Kenya 2010).

The development of this Benevolent and Welfare Policy responds to these challenges by establishing a legal and institutional framework for holistic support. Inspired by best practices from other county assemblies and guided by national laws like the Public Finance Management Act (2012) and the Work Injury Benefits Act (2007), the policy seeks to formalize welfare contributions, ensure equitable access to benefits, and create a dignified work environment. By addressing both immediate needs (e.g., emergency loans, bereavement support) and long-term welfare infrastructure (e.g., health programs, childcare facilities), this policy reaffirms the Assembly's commitment to its workforce as the foundation of its public service mandate.

### 1.2 Policy Statement

The Kisumu County Assembly Benevolent and Welfare Policy is established to address the welfare needs of members and financial support during periods of challenges and to

promote the well-being, social security, and collective support of all Members of the County Assembly (MCAs), staff, and their immediate dependents.

Recognizing the demanding nature of public service, this policy institutionalizes a structured, transparent, and sustainable welfare system that:

**Provides Financial Protection:** Through structured contributions and benefits during bereavement, medical emergencies, and other welfare needs.

**Ensures Legal Compliance:** By aligning with the Employment Act (2007), Work Injury Benefits Act (2007), Public Finance Management Act (2012), and other relevant Kenyan laws.

**Fosters Solidarity:** Encouraging mutual support among MCAs and staff through collective welfare mechanisms.

**Promotes Accountability:** Establishing clear guidelines for fund management, reporting, and auditing to prevent misuse.

**Enhances Workplace Welfare:** Providing subsidized amenities, including cafeteria services, to improve the working environment.

### **1.3 Rationale of the Policy**

Public service is a demanding vocation that requires dedication, sacrifice, and resilience. Members of the County Assembly (MCAs) and staff of the Kisumu County Assembly often face personal and professional challenges, including financial strain during emergencies such as illness, accidents, or bereavement. The absence of a structured welfare system can lead to undue hardship, affecting morale and productivity. Recognizing this, the Kisumu County Assembly Benevolent and Welfare Policy is established to provide a safety net that ensures no member or their family is left unsupported in times of need.

This policy is founded on the principles of solidarity, social protection, and shared responsibility, in line with Kenya's constitutional guarantee of dignity and fair labor practices (Article 41, Constitution of Kenya 2010). By institutionalizing a transparent and well-regulated welfare scheme, the Assembly seeks to foster a culture of care, enhance

with legal frameworks such as the Employment Act (2007) and Public Finance Management Act (2012), ensuring compliance while addressing the unique welfare needs of MCAs and staff. Ultimately, this initiative reinforces the Assembly's commitment to a motivated, secure, and cohesive workforce, enabling members to serve the people of Kisumu County with greater peace of mind.

### 1.4 Policy Objectives

The **Kisumu County Assembly Benevolent and Welfare Policy** is guided by the following key objectives, designed to establish a comprehensive support system that enhances the welfare of MCAs, staff, and their dependents:

#### **Provide Financial and Social Security**

- Ensure timely financial assistance to members and their families during emergencies such as bereavement, critical illness, or accidents.
- Offer structured welfare benefits, including funeral support, medical loans, and emergency grants, to alleviate financial burdens.

#### **Promote Collective Responsibility and Solidarity**

- Encourage a culture of mutual support among MCAs and staff through mandatory and voluntary contributions.
- Strengthen camaraderie and unity within the Assembly by fostering a sense of shared responsibility in times of need.

#### **Ensure Compliance with Legal and Regulatory Frameworks**

- Align the policy with the **Employment Act (2007)**, **Work Injury Benefits Act (WIBA)**, **Public Finance Management Act (PFMA)**, and other relevant laws governing employee welfare.
- Uphold statutory obligations, including lawful deductions, terminal benefits, and workplace amenities, as stipulated in Kenyan labor laws.

#### **Enhance Workplace Well-being and Productivity**

- Provide subsidized welfare amenities, including cafeteria services, to promote a conducive and healthy working environment.

- Support mental and physical well-being through access to medical assistance and emergency relief.

#### **Establish Transparent and Accountable Welfare Fund Management**

- Implement clear governance structures, including a **Benevolence and Welfare Committee**, to oversee fund administration.
- Ensure regular financial audits, reporting, and disclosure to maintain trust and prevent misuse of resources.

#### **Facilitate Long-term Welfare Sustainability**

- Develop a self-sustaining welfare fund through structured contributions, investments, and prudent financial management.
- Conduct periodic policy reviews to adapt to changing needs, legal amendments, and emerging welfare challenges.

#### **To Promote Inclusivity and Non-Discrimination**

- Guarantee equal access to welfare benefits for all MCAs and staff, regardless of gender, rank, or employment status.
- Address special needs, including support for persons with disabilities, in line with Kenya's constitutional principles (Article 54, Constitution of Kenya 2010).

### **1.5 Current Situation of Welfare and Benevolence Management in CAK**

The Kisumu County Assembly currently operates without a structured welfare and benevolence framework, leaving MCAs and staff with minimal support systems in place. Presently, the only welfare mechanism is an informal arrangement where MCAs contribute Kshs. 5,000 in the event of a colleague's death and Kshs. 2,000 for the death of a member's dependent. This ad-hoc system lacks formal guidelines, transparency, and sustainability, leaving members vulnerable to financial strain during emergencies. Additionally, staff members do not have any voluntary welfare fund, further exacerbating disparities in support between MCAs and other employees. The absence of a regulated welfare scheme means there are no provisions for medical emergencies, loans, or long-term financial assistance, undermining the well-being of Assembly members and staff.

Beyond financial support, the Assembly also lacks essential workplace amenities that promote a conducive and inclusive working environment. There is no cafeteria, forcing

members and staff to seek meals elsewhere, which affects convenience and productivity. Furthermore, the Assembly does not have a breastfeeding parlor, crèche, or baby-changing station, disadvantaging working parents, particularly nursing mothers. The absence of a library or research facility further limits access to reference materials, hindering legislative research and professional development. These gaps highlight an urgent need for institutionalized welfare structures and infrastructural improvements to align the Kisumu County Assembly with modern workplace standards and legal requirements under Kenyan labor laws.

### **1.6 Scope of the Policy**

This policy applies comprehensively to all elected and nominated Members of the County Assembly (MCAs), permanent staff, and contracted employees of the Kisumu County Assembly, establishing a structured framework for welfare support across four key areas. Firstly, it provides financial assistance including bereavement support for deceased members and their immediate dependents, emergency medical assistance, interest-free welfare loans, and financial aid for work-related injuries and critical illnesses. Secondly, it mandates the development of workplace welfare facilities such as a staff cafeteria, nursing mother facilities (including a breastfeeding parlor and baby changing stations), and a staff recreational area.

Thirdly, the policy encompasses staff development support through the establishment of an Assembly resource library, professional development grants, training opportunities, and mental health programs. Additionally, it addresses special circumstances including disaster relief for affected members, support for staff with disabilities, and crisis intervention programs. The policy specifically excludes political activities, personal financial obligations unrelated to welfare needs, and matters covered under separate employment contracts. Implementation will occur in phased stages, prioritizing the establishment of the benevolent fund and critical welfare facilities within the first year, with all benefits subject to available funds and conditional upon members being in good standing. Administered through a dedicated Welfare Committee, this policy operates in complement to, rather than replacement of, statutory benefits under Kenyan labor laws and existing County

Government human resource policies, with provisions for periodic review to accommodate emerging welfare needs and legislative changes.

### **1.7 Aims of the Policy**

- Provide financial support to members during periods of bereavement
- Support members when instances of disasters and other calamities
- Provide for mechanisms for the investment of the Benevolence and welfare funds to generate income
- Provide the procedures for the management of the funds
- Provide for education needs of members and their beneficiaries
- Provide for other social needs of members that support their welfare
- Provide for medical and other emergency support to members

### **1.8 Guiding Principles and Ethical Values Applying to the Policy**

#### **Solidarity & Collective Responsibility**

The policy is founded on the fundamental principle of collective care and mutual support among all Assembly members and staff. It recognizes that public service requires shared responsibility for each other's welfare, particularly during times of need. While maintaining mandatory core contributions to ensure sustainability, the policy actively encourages voluntary participation in welfare initiatives to strengthen communal bonds. This principle manifests in structured contribution systems and collective decision-making regarding welfare priorities, fostering an institutional culture where members actively look out for one another's wellbeing.

#### **Equity & Non-Discrimination**

Every member of the County Assembly, regardless of their position, gender, or employment status, shall have equal access to welfare benefits under this policy. Special provisions are made to accommodate the unique needs of vulnerable groups including nursing mothers, persons with disabilities, and junior staff members. The policy establishes clear, objective eligibility criteria that are applied consistently to all applicants, preventing any form of preferential treatment or discrimination. Benefit structures are designed to address varying needs while maintaining fairness across all beneficiary categories.

### **Transparency & Accountability**

All welfare fund operations shall maintain the highest standards of financial transparency and institutional accountability. This includes quarterly publication of audited financial statements, detailed record-keeping of all transactions, and clear documentation of benefit allocation decisions. An independent audit mechanism will verify compliance annually, while the Welfare Committee maintains open books accessible to all contributing members. Robust whistleblower protections ensure members can report irregularities without fear of reprisal, safeguarding the integrity of the entire welfare system.

### **Sustainability & Prudence**

The policy prioritizes long-term financial viability through conservative fiscal management practices. A portion of all contributions is allocated to a reserve fund to ensure future obligations can be met, while investment decisions follow strict risk-assessment protocols. Benefits are structured according to actuarial projections of the fund's capacity, with phased implementation allowing for gradual expansion as resources grow. This measured approach balances immediate welfare needs with the program's enduring stability, ensuring support remains available for future generations of Assembly members.

### **Confidentiality & Dignity**

All welfare interactions shall be conducted with utmost respect for members' privacy and personal dignity. Sensitive matters including health issues, family circumstances, and financial difficulties will be handled discreetly, with access to information strictly limited to authorized personnel. Benefit disbursements are designed to maintain recipients' self-respect, avoiding any stigmatization of those seeking assistance. The policy establishes secure channels for confidential consultations and ensures personal data protection in compliance with national privacy laws.

### **Legal Compliance**

Every aspect of the welfare program strictly adheres to Kenyan constitutional provisions, labor laws, and financial regulations. The policy framework is regularly reviewed to maintain alignment with the Employment Act, Public Finance Management Act, and other

relevant legislation. Benefit structures incorporate mandatory statutory requirements while exceeding minimum standards where possible. Compliance checks are integrated into all operational procedures, with designated officers responsible for ensuring all activities meet legal and ethical standards for public sector welfare programs.

### **Participatory Governance**

The welfare system operates on principles of inclusive decision-making and member representation. Elected representatives from various staff categories participate in policy administration through the Welfare Committee, ensuring diverse perspectives inform all decisions. Regular forums collect member feedback on program effectiveness, while transparent communication channels keep all stakeholders informed about welfare operations. This collaborative approach ensures the policy remains responsive to the actual needs of the Assembly community it serves.

### **Responsive Adaptation**

The policy maintains flexibility to evolve with changing circumstances and emerging needs. An annual review process assesses program effectiveness, incorporating member feedback and analyzing utilization patterns. The Welfare Committee is empowered to make timely adjustments to benefits, contribution levels, or procedures in response to new challenges or opportunities. This adaptive capacity ensures the policy remains relevant and effective amidst shifting economic conditions, demographic changes, and evolving best practices in employee welfare.

## CHAPTER TWO: LEGAL FRAMEWORKS

### 2.1 Legal Frameworks

This policy is in cognizance of the laws of Kenya and international conventions that advances the welfare of workers, both in the private and public sectors. The specific laws underpinning this policy include Constitution of Kenya 2010, The Employment Act (2007), The Work Injury Benefits Act (WIBA, 2007), The Public Finance Management Act (PFMA, 2012), The County Governments Act (2012), and The Retirement Benefits Act (1997).

#### **Constitution of Kenya 2010**

The Kenyan constitution promulgated in 2010 establishes the right to fair labor practices and social security, forming the foundation for welfare policies in the workplace, whether in the private and public sector. Article 41 (1) guarantees every worker the right to fair labor practices, including reasonable working conditions.

Under Article 43 (1)(e), there is a recognition of the right to social security for all persons, including public offices, MCAs of the Kisumu County Assembly, and all the administrative unit. Article 232 (1)(f) mandates public institutions to ensure accountability and transparency in welfare fund management. CAK will run a benevolent and welfare fund to support its members and staff and the constitution requires there is accountability and transparency in managing the fund.

#### **The Employment Act (2007)**

The Act governs employee welfare, terminal benefits, and workplace support, providing the legal basis for mandatory and voluntary welfare schemes. As part of members and employee welfare, all staff of the county assembly are entitled to sick leave and medical attention as required under Section 26 of the Act.

Section 27 of the Act also requires employers to provide welfare facilities that include cafeteria and sanitation. Section 30 of the Employment Act 2007 covers the terminal benefits, including death gratuity, aligning with bereavement support. Under Section 31 of the Employment Act allows for lawful deductions for welfare funds.

### **The Work Injury Benefits Act (WIBA, 2007)**

WIBA provides compensation for work-related injuries or deaths, supplementing the Assembly's welfare provisions. Section 4 of the Act requires employers to compensate employees for occupational injuries or diseases. Section 10 mandates reporting injuries to the Director of Occupational Safety within 7 days. Under Section 21 employers should provide coverage for medical expenses and disability benefits. All these provisions form the basis of bereavement and welfare policy for the CAK.

### **The Public Finance Management Act (PFMA, 2012)**

The PFMA provide guidelines on proper management of public funds, including welfare schemes in county governments. Specifically, Section 73 requires annual audits of public funds, including welfare accounts. Section 164 mandates transparency and accountability in county financial management. The legal framework will guide the implementation of the benevolent and welfare policy for the county assembly.

### **The County Governments Act (2012)**

This Act empowers county assemblies to establish welfare schemes for members and staff. The relevant sections to this policy include sections 12 and Section 47(1)(b). Section 12 grants county assemblies' autonomy in internal welfare management. Under Section 47(1)(b) county governments can allocate funds for members and employee welfare.

### **The Retirement Benefits Act (1997)**

This law regulates pension and welfare benefit schemes, which forms part of welfare, ensuring structured long-term support. Specifically, Section 20 requires registration of welfare schemes with the Retirement Benefits Authority (RBA) and Section 23 mandates proper governance of welfare funds.

## **CHAPTER THREE: BENOVELENT FUND POLICY**

### **3.1 Background**

The policy provides the general rules and procedures for the management of benevolence and welfare funds for the County assembly of Kisumu. It outlines the procedure for members' registration, contributions, management of the funds, governance, meetings, claims and other general rules.

The Benevolence Policy of the Kisumu County Assembly (CAK) is established to address the welfare needs of Members of the County Assembly (MCAs) and staff, fostering a supportive and dignified work environment. Historically, the Assembly has relied on informal, ad-hoc contributions during emergencies, such as bereavement, without a structured framework to ensure fairness, sustainability, or accountability.

Recognizing the gaps in financial and social support—particularly during crises—the Assembly has developed this policy to institutionalize a formal benevolence system aligned with Kenya's Employment Act (2007), Public Finance Management Act (2012), and constitutional guarantees of social protection (Article 43).

The policy not only standardizes contributions and benefits but also expands welfare provisions to include medical assistance, workplace amenities, and staff development, ensuring that all members and employees are safeguarded against unforeseen hardships while promoting collective responsibility and institutional solidarity.

### **3.2 Establishment of Policy rules and regulations**

Recognizing the profound impact of bereavement and medical emergencies on its members and staff, the CAK hereby establishes a benevolence and welfare fund rules to support members' welfare operations and to provide clear guidelines for the management of the funds.

This fund shall provide timely financial assistance to alleviate the burden during these critical life events, while promoting a culture of compassion and solidarity within the Assembly.

### **3.3 Registration of members**

All staff and members of the county assembly and affiliated institutions are eligible to be members of Kisumu county assembly benevolence and welfare fund. Members joining the benevolence and welfare fund are required to fill the membership registration form and submit to the Benevolence and welfare committee for approval.

The applicant for registration is required to attach the relevant documents of; Identification card (ID) for the principal member and beneficiaries, appointment letter, proof of payment of registration fees.

Spouses of the deceased members may retain the membership of the fund by filling membership forms to replace the deceased members

The welfare and benevolence committee shall inform members in writing on their eligibility and approval of admission into the benevolence and welfare fund

### **3.4 Fund Contributions:**

#### **3.4.1 Source of funds of the Fund**

The sources of the funds shall be; members' contributions, registration fees, donations and charity support, fundraising

#### **3.4.2 Members Contributions and administration**

- The staff and MCAs applying for membership shall pay entry fees of Kshs 500 as a one off payment at the time of joining the benevolence and welfare fund.
- All MCAs shall make mandatory monthly contributions of Ksh 1,000 through payroll deductions
- The County Assembly shall match contributions at a ratio of 1:1 to enhance the fund's capacity
- Spouses of deceased members who may wish to retain the fund membership shall make contributions at the rate the principal member was contributing through convenient means of payment of cheques, MPESA, Electronic funds transfer or cash payment.
- Voluntary contributions from well-wishers and fundraising activities shall be permitted, subject to approval by the Welfare Committee

### **3.4.3 Fund bank accounts**

The fund shall open a bank account in a licensed bank where contributions and other funds raised shall be deposited. The bank accounts shall be signed by the chairman, treasurer, secretary and appointed Chief executive officer if any

The Bank account shall be in the name of Kisumu County assembly benevolence and welfare Fund

### **3.5 Benefit Structure:**

This relates to claims which may be made in cases of; need for welfare support, bereavement, emergencies and calamities

#### **3.5.1 Persons covered**

The policy provides that the scheme shall cover:

- The Principal member
- Spouse
- Dependents of the principal member
- Parents
- Parents In-Laws

Bereavement Support:

- Ksh 100,000 for death of a sitting MCA or staff member
- Ksh 100,000 for death of spouse
- Ksh 75,000 for death of a parent and parent In-Law
- Kshs 75,000 for dependants
- Funeral attendance facilitation for official delegations

### **Medical Support:**

- Interest-free emergency loans up to Ksh 200,000 for critical medical cases, repayable within 24 months
- Medical grants up to Ksh 50,000 for chronic conditions, non-repayable
- Specialized care support for referrals to national or international facilities

Where a member exits the county assembly after having been a member of the benevolence and welfare funds for at least ten (10) years without having made a claim, then such a member shall be entitled to a single benefit.

### **3.5.2 Procedure of Claims**

- The member, spouse, dependent shall make application to the chairman of benevolence and welfare fund by filling claim form
- The head of department of the county assembly may notify the chairman of the fund informing the committee on occurrence of the need for support of the member.
- On receiving the application, the chairman of benevolence and welfare fund shall call for a meeting of the members of the fund's committee to deliberate on applications received and do necessary approvals
- The applicants will be informed on the status of their applications within Seven (7) days from the receipt of the applications
- Disbursement of claim funds shall be made to the beneficiaries through bank transfers to their bank accounts, MPESA or by cheques.

### **3.5.3 Documents required for Claims**

At the time of making claim for need or occurrence of events, the following documents shall be provided to support the claim

**Bereavement:** The applicants shall provide; Copy of deceased Identity Card(ID), burial permit or death certificate, marriage certificate or affidavit for marriage for claim of spouses, birth certificates for dependents

**Medical emergencies:** Doctors prescriptions or proof of admission for emergency needs, Identity cards of the persons admitted or who need medical support, Birth certificates for dependents.

**Calamities:** Proof of occurrence of calamities, notification by departmental head, ID cards. The fund committee may confirm the status of the calamity before making approvals.

#### **3.5.4 Eligibility for Claims**

- The member will be required to have made contributions which are up to date within the last two months of the date of application. Applications where the contributions are outstanding for more than three (3) months shall update the payments to less than the three months.
- Claims shall be made within two (2) weeks upon the occurrence of the misfortune or need
- The applicant shall attach required supporting document and fill a claim form which is duly signed
- There shall be need of proof of need or occurrence by the applicant

#### **3.6 Fund Register**

The benevolence and welfare Committee shall keep and update a record of members and their beneficiaries. The register shall have the names of the members, identification details, department of work, date of joining the fund, contributions and claims made to date, details of beneficiaries

#### **3.7 Fund Investment**

Kisumu county assembly benevolence and welfare fund committee may suggest suitable investment for the funds to the members at the annual general meeting (AGM) for approval. The funds shall be invested in less risky portfolio to generate income for sustainability. The possible investment portfolio may comprise:

- Fixed deposit accounts in licensed banks
- Money market funds
- Construction of residential or business buildings

The Fund shall not invest more than 50% of members' contributions to sustain payments for occurrences, member's needs and emergencies.

### **3.8 Fund Meetings**

Kisumu County assembly benevolence and welfare fund shall have the following meetings:

#### **Committee business transaction meetings**

The meeting shall be conducted to transact business of the Fund

- Review and approval of applications for joining the benevolence and welfare fund
- Consideration and approval of Claims and benefits
- Conduct general management affairs
- Consider investment options for presentation to AGM
- Review the financial affairs of the fund

#### **Annual General Meeting**

The benevolence and welfare fund shall hold annual general meeting in in any month between December and March each year. The Agenda for discussion shall include any of the following;

- Reading and confirmation of previous AGM minutes
- Presentation of Financial Reports of the benevolence and welfare fund
- Election of Committee members
- Consideration of investment options
- Report of membership and register of members
- Deliberations on review of contributions and claim limits
- Membership discipline

The notice for the AGM shall be seven (7) days before the meeting. The quoram for the meeting shall be one half of the members.

## **Special General Meeting**

Kisumu assembly benevolence and welfare fund may conduct special general meeting on request by one third of members or by the chairman of benevolence and welfare fund. Agenda for the Special general meeting shall be circulated to members not less than four (4) days before the meeting. The quorum shall be one third of the members.

## **3.9 Accounting and Audit**

### **3.9.1 Accounting and Controls**

The fund shall be required to prepare monthly income and expenditure reports, claims reports for Committee management meetings and annual financial reports to be presented to the AGM

### **3.9.2 Audit**

The benevolence and welfare fund shall be audited by Accounting firm licensed to provide Audit and assurance services by ICPAK or professional regulatory body mandated to license Accounting practitioners in Kenya.

## CHAPTER FOUR: BENEVOLENCE AND WELFARE PRACTICES

### 4.1 Introduction

This section presents the policy guidelines on the overall welfare of members and staff of CAK. The Assembly recognizes that the welfare of its members and staff is critical to delivering its mandate. The following policy provisions shall apply to the welfare of the staff and members.

### 4.2 Work-Life Balance

CAK promotes a healthy work-life balance by supporting personal responsibilities. It acknowledges that members and staff of the assembly have personal lives outside of work and tries to create an environment where they can effectively manage their professional and personal commitments. Thus, the Assembly shall: -

- (i) Encourage flexible work arrangements, such as flexible hours, where feasible.
- (ii) Promote the importance of taking regular breaks and vacations.
- (iii) Establish clear expectations regarding working hours and overtime compensation, as defined in the Salaries and Remuneration Commission (SRC) Allowance Policy, Regulations and Conditions of Service as defined by the County Public Service Board.
- (iv) Provide resources and support for childcare and elderly care services.

### 4.3 Professional Development

As part of members and staff welfare, the Assembly recognizes the importance of Continuing Professional Development (CPD), life-long learning and growth. It acknowledges that investing in members' and employees' skills and knowledge contributes to job satisfaction and career advancement. Thus, the Assembly shall provide opportunities for professional development by:

- (i) Training programs, workshops, and conferences offer opportunities for members and staff to enhance their skills and knowledge.
- (ii) Providing financial assistance for continuing education and professional certifications.

- (iii) Encouraging staff members to pursue career advancement within the county assembly.
- (iv) Promoting a culture of learning and knowledge sharing.

#### **4.4 Employee Assistance Program**

The Assembly recognizes the importance of providing confidential counseling and support services to help staff navigate difficult situations and maintain their well-being. To that end, the Assembly shall establish an Employee Assistance Program (EAP) to provide confidential counseling and support services for members facing personal or work-related challenges that follow the following procedures: -

##### **(i) To Conduct a Needs Assessment, the Assembly Shall: -**

- a. Conduct a needs assessment survey or study to identify the specific personal and work-related challenges faced by the members and staff of the Assembly.
- b. Gather feedback and input from members and employees through anonymous surveys, focus groups, or individual interviews to understand their needs and preferences regarding counseling and support services.

##### **(ii) Program Design and Development:**

- a. The Assembly shall develop a comprehensive Employee Assistance Program (EAP) plan based on the needs assessment findings.
- b. Then determine the scope and objectives of the program, including the types of counseling and support services to be offered, such as individual counseling, group therapy, stress management workshops, or career development support.
- c. Establish the program's structure, including the number of qualified counsellors or therapists needed, the frequency and duration of counseling sessions, and the availability of support services.
- d. Develop guidelines and protocols for maintaining confidentiality and ensuring the privacy of staff members accessing the EAP services.
- e. Establish a budget for the program, considering the costs associated with hiring counselors or therapists, training, materials, and any necessary infrastructure.

**(iii) Program Implementation:**

- a. Communicate the launch of the EAP program to all staff and members of the county assembly, emphasizing its confidentiality and the availability of counseling and support services
- b. Provide staff and members of the county assembly with clear instructions on accessing the EAP services, including contact information and appointment scheduling procedures.
- c. Ensure counseling sessions and support services are scheduled at convenient times and locations to accommodate staff and members' needs and preferences.
- d. Regularly evaluate the effectiveness of the EAP program through feedback surveys, satisfaction assessments, and utilization data using the available suggestions collection methods to make necessary adjustments and improvements for EAP sustainability.

**(iv) Promotion and Awareness:**

- a. Develop a complete communication plan to promote the EAP program and raise awareness among staff members. Utilize various communication channels, such as newsletters, intranet, notice boards,
- b. and staff meetings, to inform Staff about the availability and benefits of the EAP services.
- c. Organize awareness campaigns, workshops, or training sessions to educate staff and members about the program, its confidentiality, and the challenges it can address.
- d. Encourage committees and heads of departments to promote and support the EAP program within their teams actively.

**(v) Evaluation and Continuous Improvement:**

- (a) Regularly assess the effectiveness and impact of the EAP program through staff and members feedback, utilization rates, and outcome measures.
- (b) Use the evaluation findings to identify areas for improvement and make necessary adjustments to the program.

- (c) Continuously monitor the quality of counseling and support services provided by the EAP, ensuring that they meet the needs and expectations of staff members.

#### **4.5 Recognition and Rewards**

The CAK recognizes that a motivated workforce is essential for effective service delivery. To foster a culture of excellence, the Assembly shall implement a structured Rewards and Recognition Program as part of its welfare provisions. This program will formally acknowledge outstanding contributions by both MCAs and staff through annual awards ceremonies, career milestone recognitions, and periodic commendations. Categories will include Legislative Excellence Awards for exemplary lawmaking, Public Service Champion awards for innovative staff contributions, and Community Impact Awards for initiatives benefiting constituents. Recognition will take various forms including certificates, plaques, professional development opportunities, and symbolic stipends, all designed to validate exceptional work while inspiring continued dedication to public service.

The program will be administered by the Welfare Committee in collaboration with Human Resources, ensuring transparent nomination and selection processes. Quarterly recognition events will maintain momentum, culminating in an annual gala awards ceremony. A dedicated budget within the welfare fund will support these initiatives, with award criteria aligned to the Assembly's strategic objectives. By institutionalizing this recognition framework, the Assembly aims to boost morale, reinforce positive performance, and publicly celebrate the achievements of its members and staff. The program embodies the principle that acknowledging excellence today cultivates an even higher standard of service for Kisumu County's future.

#### **4.6 Grievances and Conflict Resolution**

The Assembly establishes a fair and transparent system for addressing grievances and resolving conflicts related to welfare benefits and services. The BWC comprising elected MCA representatives, staff delegates, and HR personnel will handle all welfare-related disputes through a structured mediation process. Members or staff with complaints regarding benefit eligibility, fund management, or policy implementation may submit

formal grievances in writing, which must be acknowledged within 48 hours and resolved within 21 working days through dialogue and evidence-based review.

The policy prioritizes amicable resolution through conciliation while maintaining an escalation pathway to the CASB for unresolved cases. All proceedings will adhere to principles of natural justice, ensuring confidentiality, impartiality, and the right to representation. Regular conflict resolution training will be provided to Welfare Committee members to enhance their mediation skills. This mechanism ensures welfare matters are addressed promptly and fairly, maintaining trust in the benevolent system while upholding the dignity of all parties involved. Anonymous reporting channels will be established to protect whistleblowers raising concerns about welfare fund mismanagement.

#### **4.7 Persons with Physical Challenges**

This Welfare Policy incorporates comprehensive provisions to ensure the dignity, inclusion, and equal participation of members and staff with physical disabilities, in full alignment with Article 54 of the Constitution of Kenya (2010) and the Persons with Disabilities Act (2003). The Assembly commits to providing reasonable accommodations including accessible infrastructure (ramps, elevators, disability-friendly washrooms), assistive technologies, and flexible work arrangements tailored to individual needs.

The BWC shall have a dedicated disability welfare officer will be appointed to assess specific requirements, facilitate access to specialized medical care, and coordinate targeted support programs such as ergonomic workstation adaptations, sign language interpretation services for hearing-impaired members during sessions, and transportation assistance.

The policy further guarantees equal access to all welfare benefits, with priority consideration for disability-related emergencies, while ensuring representation of persons with disabilities in the Welfare Committee to advocate for their unique needs and promote an inclusive work environment that values diversity and eliminates all forms of discrimination or barriers to effective participation in Assembly activities.

#### **4.8 Staff Associations or Unions**

CAK recognizes the valuable role of staff associations, unions, and SACCOs in promoting the welfare of its members and employees. While participation remains voluntary, the Assembly actively encourages staff and MCAs to join registered welfare associations, trade unions, or SACCOs as a means of enhancing their financial security and collective bargaining power. The policy facilitates this by allowing official recognition of duly registered staff welfare groups, providing meeting spaces within Assembly premises, and permitting limited use of work hours for approved association activities. The Assembly will maintain an open-door policy for constructive engagement with these groups on welfare matters, while ensuring such participation does not interfere with core legislative or administrative responsibilities.

To support this initiative, the Human Resource Department will maintain a register of approved welfare associations and SACCOs, and conduct periodic awareness sessions to educate staff on membership benefits. The Assembly further commits to timely deduction and remittance of voluntary membership contributions through the payroll system upon written authorization by staff or members.

However, the Assembly remains neutral regarding specific group affiliations and emphasizes that participation in any association must align with public service regulations and the Assembly's code of conduct. This approach balances individual choice with institutional support for collective welfare mechanisms that complement the formal welfare policy provisions.

#### **4.9 Employee Assistance Program**

The Policy establishes comprehensive provisions to ensure access to nutritious meals, hygienic dining facilities, and proper sanitation for all members and staff.

- The Assembly shall operate a subsidized staff cafeteria offering affordable, balanced meals during working hours, with special consideration for dietary needs and cultural preferences.

- The cafeteria facility will adhere to strict hygiene standards in compliance with the Public Health Act, featuring modern kitchen equipment, regular food safety inspections, and trained catering staff.
- Meal subsidies will be structured to ensure accessibility across all staff levels, with the BMC overseeing menu planning and quality control to promote nutritional well-being as part of workplace health initiatives.
- Sanitation needs are prioritized through well-maintained restroom facilities, including gender-segregated units with adequate baby-changing stations and disability-accessible features.
- The policy mandates daily professional cleaning services, constant availability of hygiene supplies (soap, sanitizers, toiletries), and regular facility upgrades to meet occupational health standards.
- Special provisions include a dedicated nursing mothers' lounge with refrigeration facilities and a rest area for staff wellness breaks.
- These amenities collectively contribute to a dignified, healthy work environment that supports productivity and demonstrates the Assembly's commitment to staff welfare as fundamental to effective public service delivery.
- The Human Resource Department will conduct quarterly satisfaction surveys to continuously improve these services.

## CHAPTER FIVE: GOVERNANCE AND MANAGEMENT

### 5.1 Responsibilities of Benevolence and Welfare Committee

#### 5.1.1 Role of the committee

- Administer and oversee the implementation of the Benevolence and Welfare Policy in accordance with established guidelines
- Review and approve/disapprove all applications for welfare benefits and maintain proper records of decisions
- Develop annual work plans and budgets for welfare activities and present them to the County Assembly for approval
- Ensure proper collection, management and accounting of all welfare fund contributions and disbursements
- Conduct quarterly reviews of the welfare fund status and prepare financial reports for members
- Consider applications and approval of request for members who may want to join the benevolence and welfare fund
- Organize and coordinate welfare-related events including fundraising activities and awareness campaigns
- Receive and address grievances or complaints related to welfare services through established procedures
- Recommend policy amendments and improvements based on emerging needs and operational challenges
- Maintain strict confidentiality of all welfare cases and protect sensitive personal information
- Consider investment portfolio and options for the fund
- Conduct annual evaluations of the policy's effectiveness and implementation, reporting findings to the Assembly

### **5.1.2 Members of the Committee**

The members of Benevolence shall consist of the following members elected or appointed by the Annual general meeting for a term of three years but may be eligible for re-election:

- The County assembly administration officer
- Representative of the Human resource department
- Representative of trade union representing the county assembly workers
- Representative of the finance department
- Representative of the MCAs
- Any three other members elected from the general membership at the AGM

### **Other Responsibilities**

Responsibilities may be bestowed on the staff and MCAs by virtue of their positions to support the running of the funds. This may be to the human resource department, members, finance department and clerk's office

### **5.2 Responsibilities of the Human Resource Department**

#### **1. Serve as the Policy Implementation Secretariat**

- Act as the central coordinating office for all welfare policy activities, maintaining policy documents, minutes of welfare committee meetings, and official correspondence
- Develop standardized operating procedures for policy implementation and ensure all departments understand their roles
- Organize quarterly implementation progress meetings with department heads to address operational challenges

#### **2. Manage Membership and Contributions Administration**

- Maintain an up-to-date digital register of all contributing members with their contribution history
- Process and reconcile monthly payroll deductions within 5 working days after salary processing
- Issue annual contribution statements to members and handle related inquiries

- Track and follow up on defaulters through official reminders and escalation procedures
- 3. Oversee Benefit Processing and Disbursements**
- Receive, verify and process all welfare benefit applications within 72 hours of submission
  - Maintain a transparent tracking system for all applications showing status and timelines
  - Coordinate with finance department to ensure timely disbursement of approved benefits
  - Keep confidential records of all benefit cases with proper documentation and filing systems
- 4. Conduct Continuous Policy Monitoring and Evaluation**
- Prepare detailed quarterly reports analyzing fund utilization, benefit distribution patterns and emerging trends
  - Develop and maintain key performance indicators to measure policy effectiveness
  - Conduct random beneficiary satisfaction surveys and compile feedback reports
  - Monitor contribution compliance rates and recommend corrective measures
- 5. Lead Policy Review and Improvement Processes**
- Coordinate biennial comprehensive policy reviews involving all stakeholders
  - Research and benchmark against best practices in other county assemblies
  - Draft proposed amendments based on operational experience and feedback
  - Organize validation workshops for proposed policy changes before adoption
- 6. Organize Capacity Building Programs**
- Develop annual training calendar for welfare committee members on governance and financial management
  - Arrange regular financial literacy workshops for members and staff
  - Coordinate health and wellness programs including annual medical check-ups
  - Facilitate stress management and counseling sessions as needed
- 7. Ensure Legal and Regulatory Compliance**

- Maintain an updated compliance checklist covering all relevant labor and financial regulations
- Prepare the welfare fund for annual external audits and implement recommendations
- Review all policy documents to ensure alignment with current legislation
- Handle all reporting requirements to relevant government agencies

#### **8. Manage Stakeholder Communication and Engagement**

- Develop and distribute simplified policy guides and frequently asked questions documents
- Maintain a welfare notice board and digital platform for policy updates
- Organize annual general meetings to report on welfare fund performance
- Establish and manage a suggestions/complaints system for continuous improvement

#### **9. Coordinate Resource Mobilization and Financial Management**

- Work with finance department to develop annual welfare budget proposals
- Identify and pursue partnership opportunities with healthcare providers and financial institutions
- Monitor fund investment performance and recommend adjustments
- Develop sustainability plans to ensure long-term fund viability

#### **10. Maintain Grievance Handling and Conflict Resolution Mechanisms**

- Receive and document all welfare-related complaints through formal channels
- Facilitate mediation processes for disputed benefit decisions
- Maintain records of all resolved cases and identify systemic issues
- Provide regular reports on grievance trends to the welfare committee

#### **5.2 Obligation of the Members and Staff**

- Make timely monthly contributions to the welfare fund as determined by the policy guidelines without default or delay
- Submit complete and accurate documentation when applying for any welfare benefits or support services

- Maintain strict confidentiality regarding fellow members' welfare cases and refrain from sharing sensitive personal information
- Participate actively in welfare committee elections, meetings, and decision-making processes when selected or nominated
- Report any misuse or maladministration of welfare funds or resources through proper official channels
- Attend mandatory orientation sessions and training programs related to welfare policy implementation
- Provide truthful information about personal circumstances when applying for benefits and immediately report any changes in status
- Respect and comply with all established procedures for accessing welfare services without seeking preferential treatment
- Offer constructive feedback and suggestions for improving the welfare policy through official communication channels
- Demonstrate solidarity and support for colleagues during welfare initiatives, fundraising events, and emergency response efforts

### **5.3 Clerk of the County assembly**

Coordinate with the benevolence committee through regular briefs to ensure that workers benevolence and welfare funds are managed for the best interest of workers and members

### **5.4 Director of Finance**

The finance department will coordinate with the benevolence and welfare committee to ensure regular deductions and remittance to the bank accounts of the fund

## **CHAPTER SIX: IMPLEMENTATION FRAMEWORK.**

### **6.1 Policy Implementation**

- The successful execution of this policy will be overseen by the Benevolence and Welfare Committee, in collaboration with the Human Resource Department and County Assembly leadership.
- The implementation process will follow a phased approach, beginning with awareness campaigns to educate members and staff on policy provisions, contribution mechanisms, and benefit application procedures.
- Key activities include the establishment of a dedicated Welfare Fund, setting up administrative structures for processing claims, and integrating payroll systems for seamless contribution deductions.
- The HR Department will serve as the policy secretariat, handling day-to-day operations, maintaining records, and ensuring compliance with legal and financial regulations.
- The Assembly will allocate a start-up budget to support initial administrative costs, including staff training, sensitization workshops, and the development of digital tracking systems for contributions and disbursements.
- Regular stakeholder engagement forums will be held to address emerging challenges and ensure smooth adoption across all levels of the Assembly.

### **6.2 Monitoring and Evaluation (M&E)**

- A robust M&E framework will be established to track policy performance, measure impact, and ensure accountability.
- The Welfare Committee will conduct quarterly reviews to assess fund utilization, beneficiary satisfaction, and operational efficiency.
- Key performance indicators (KPIs) such as contribution compliance rates, processing timelines for benefits, and grievance resolution efficiency will be monitored to gauge policy effectiveness.
- Additionally, independent audits will be conducted annually to verify financial integrity and compliance with the Public Finance Management Act (2012). Feedback

from members and staff will be collected through surveys, suggestion boxes, and periodic review meetings, ensuring continuous improvement.

- The M&E findings will be compiled into biannual reports presented to the County Assembly for deliberation and policy refinement.

### **6.3 Policy Review**

- To maintain relevance and responsiveness, the Benevolence and Welfare Policy will undergo a comprehensive review every three years, or earlier if necessitated by legislative changes or operational gaps.
- The review process will be led by the BWC, incorporating input from MCA representatives, staff unions, and external welfare experts. Proposed amendments will be based on audit findings, stakeholder feedback, and benchmarking against best practices in other county assemblies.
- The review will assess the sustainability of the Welfare Fund, adequacy of benefits, and emerging welfare needs such as mental health support or childcare provisions.
- Approved revisions will be submitted to the County Assembly Service Board for ratification before implementation.
- This structured review mechanism ensures the policy remains adaptive, inclusive, and aligned with the evolving needs of the Assembly's members and staff.

## ANNEX I: BENEVOLENT APPLICATION FORM

### MEMBERS DETAILS

Full Name of Applicant: \_\_\_\_\_ Staff No: \_\_\_\_\_

Members No: \_\_\_\_\_ ID No: \_\_\_\_\_

Mobile No 14: \_\_\_\_\_ Mobile No \_\_\_\_\_

Email Address: \_\_\_\_\_

### SPOUSE DETAILS

Name	Date of Birth	ID No.

### DEPENDANT DETAILS

Child's Name	Date of Birth	Birth Certificate No/ ID No.

### PARENT DETAILS

Name	Date of Birth	ID No.

### PARENTS IN-LAW DETAILS

Name	Date of Birth	ID No.

### DEDUCTIONAS AUTHORITY

*Benevolence and Welfare Policy 2025*

I \_\_\_\_\_ Member number \_\_\_\_\_

Hereby authorize you to deduct Kshs. \_\_\_\_\_ to pay County Assembly of  
Kisumu Benevolent Fund.

**Member's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**FOR OFFICIAL USE ONLY**

Verified by: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ANNEX II: BENEVOLENT FUND CLAIM FORM

### **PART A: DECLARATION**

I hereby on execution of this form as the Claimant explicitly and unambiguously consent to the collection, use and transfer, in electronic or other form of my personal data as described in this document by the Sacco for the purposes of processing this Burial Benevolent Fund Claim, Communication regarding this claim and for future analysis in electronic or any other form.

❖ Supporting documents: Copy of Death Certificate / Burial Permit / Death Notification No.

Claimant's Signature: \_\_\_\_\_ Date \_\_\_\_\_

### **PART B: CONTRIBUTORS DETAILS**

Member Number: \_\_\_\_\_

Full Name \_\_\_\_\_

ID / Passport No. \_\_\_\_\_ Agency/Employer \_\_\_\_\_ Date of Birth \_\_\_\_\_

Mobile Number \_\_\_\_\_ E-mail \_\_\_\_\_

### **PART C: NATURE OF CLAIM**

(i) Burial Claim

(iv) Natural Disaster

(ii) Emergency Claim

(v) Fee Assisted

(iii) Any other \_\_\_\_\_

Describe the Nature of Claim \_\_\_\_\_

### **PART D: DECEASED DETAILS**

Full Name \_\_\_\_\_ Relationship to the Member \_\_\_\_\_

ID/Passport No \_\_\_\_\_ Age \_\_\_\_\_

Date of death \_\_\_\_\_ Place of death \_\_\_\_\_

### **PART E: PARTICULARS OF THE CLAIMANT**

Full Name \_\_\_\_\_ Relationship to the Member \_\_\_\_\_

ID/Passport No \_\_\_\_\_ Age/Employer \_\_\_\_\_

Mobile Number \_\_\_\_\_ E-mail \_\_\_\_\_

### **PART F: THE CLAIMANT PAYMENT DETAILS**

I hereby give irrevocable authority to the Society to disburse the amount claimed to me through Bank or M-pesa as follows:-

M-Pesa Phone No \_\_\_\_\_ M-pesa Name \_\_\_\_\_

OR

Bank A/C No. \_\_\_\_\_ Bank \_\_\_\_\_ Branch \_\_\_\_\_

Claimant's Signature \_\_\_\_\_ Date \_\_\_\_\_

**PART G: OFFICIAL USE**

**Claim Type:** Member / Spouse / Parent / Child \_\_\_\_\_ Amount Ksh \_\_\_\_\_

<b>Name</b>	<b>Designation</b>	<b>Signature</b>	<b>Date</b>
Processed By: _____	_____	_____	_____
Reviewed By: _____	_____	_____	_____
Approved By: _____	_____	_____	_____

