



CUSTOMER SERVICE CHARTER DELIVERY CHARTER AUDIT

FOR QUARTER ONE 2018-2019

Introduction

The Authority is committed to courtesy and excellence in service delivery. To achieve this, the Authority offers a number of services to its customers whose service level expectations are captured in the service delivery charter.

In the pursuit of its purpose of providing independent and objective assurance to the Authority, Internal Audit and Risk Management function performed a review of this service delivery charter implementation.

Scope

The review covered the services documented in the service delivery charter for the period from 1st July to 30th September 2018.

Objective

The overall objective of the review was to establish level of compliance with service charter timelines as well as to identify any process improvement opportunities in service delivery.

Approach

The internal audit review of the aforementioned process was conducted as follows:

- Interviews with relevant personnel and management responsible for the process.
- Testing on a sample basis.

Observations

1. The customer satisfaction gaps report did not highlight any delays in picking up calls and attending to visitors at the reception.

2. Communication of the Authority's decision to stakeholders. Of the sampled 3 complete tenders, 2 of them had communication to bidders done within the timeline of 7 days, while 1 exceeded the timeline.
3. Payments to service providers. The completed procurement to pay process shows some adherence to payment timeline of 30 days, however some service providers were paid beyond the timeline.
4. Generally, registration of Insurance Agents; both new and renewals were done within the timelines, but continued effort is required to ensure that none exceeds the timeline as some sampled applications showed.
5. Registration of Insurance Brokers and medical insurance providers was done within the set timelines.
6. Registration of insurance motor assessors/insurance investigators/loss adjustors/insurance surveyors/risk managers/claim settling agents was done within the timelines, but some applications exceeded by some days.
7. Lien approval; creation, liquidation, roll over, cancellation was done within the timelines but some approvals exceeded by 1 day.
8. Miscellaneous approvals for: expatriates/directors/principal officers/management staff. One approval was done within 3 days while one was done within 17 days and exceeded the timeline by 2 days.
9. Inquiries/complaints-Verbal ones were responded to immediately whereas written communication was acknowledged within the timelines.
10. Resolution of consumer complaints and disputes. During the quarter, 518 complaints were registered. Adherence to the timeline of 45 days was at the rate of 31.7%. 164 complaints were resolved within 45 days, 19 resolved beyond 45 days (3.7%). 335 representing 64.7% of the complaints were not resolved. Of these unresolved complaints, 156 (46.6%) were past the timeline of 45 days as at 30.09.18.
11. Registration of one new insurer was done within the timelines.

Recommendations.

1. The audit team recommends that the various processes need to be monitored to ensure that the Authority meets the service delivery charter timelines.

2. Resolution of consumer complaints is noted as an area that needs substantial improvement. The Authority therefore needs to improve on its supervisory mandate to ensure that the insurers resolve issues with their beneficiaries on time so as to adhere to the timelines. This concern was also raised in the customer survey report.

Below are the sampled processes:-

Registration of Insurance agents:-					
1. New application	Date submitted	License print date	No. of days Taken (a)	Service charter timeline (b)	Variance (b-a)
Alexander Corvinus Insurance Agency	20.09.18	24.09.18	4	15	11
Vertica Insurance Agency Ltd	31.08.18	31.08.18	0	15	15
Clifford Lidonde	01.08.18	10.08.18	9	15	6
Dominic Nabuin Lomeyan	01.09.18	11.09.18	10	15	5
2. Renewal					
Charis Insurance Agency	14.08.18	13.09.18	30	30	0
Ndetrop Insurance Agency	28.08.19	25.09.18	28	30	2
Abbyna Insurance Agency	22.08.18	25.09.18	34	30	-4
Accord Assurance Agency	22.08.18	25.09.18	34	30	-4
Adam Muia Musyoki	21.09.18	26.09.18	5	30	25

Registration of Insurance Brokers and medical insurance providers

	Date received	Date approved	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)
Minerva Insurance Brokers Ltd	27.09.18	29.10.18	2	30	28
MIC Reinsurance Brokers Ltd	02.08.18	02.08.18	0	30	30
Roselyne Insurance Brokers Ltd	31.07.18	03.08.18	3	30	27
Waumini Insurance Brokers Ltd-MIP	19.09.18	24.09.18	5	30	25
Registration of insurance motor assessors/insurance investigators/loss adjustors/insurance surveyors/risk managers/claim settling agents					
	Date received	Date approved	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)
Riskmasters Loss Adjusters Ltd	18.10.18	24.10.18	6	30	24
Abiria Insurance Investigators	12.07.18	27.07.18	15	30	15
Neo Protocol Loss Adjusters & Surveyors Ltd	17.07.18	20.08.18	34	30	-4
Minet Kenya Consulting Ltd-Risk Manager	10.09.18	24.09.18	14	30	16
Lien approval; creation, liquidation, roll over, cancellation					
	Date received	Letter of approval date	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)

AAR Insurance K. Ltd-cert 002180 lien creation	19.09.18	20.09.18	1	5	4
First Assurance-lien liquidation-certs 1716,17,18 & 21	03.09.18	05.09.18	2	5	3
The Monarch Insurance-lien rollover-cert 2139	07.08.18	13.08.18	6	5	-1
Capex Life Assurance-lien creation-cert 2154	04.09.18	04.09.18	0	5	5
GA life Assurance-lien creation-cert 2129	23.08.18	24.08.18	1	5	4
EA Re-lien cancellation cert 1270 & 71	10.09.18	10.09.18	0	5	5
Miscellaneous approvals for: expatriates/directors/principal officers/management staff					
	Date received	Letter of approval date	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)
Prudential life-work permit renewal for management staff	03.07.18	No response in file			
Capex life Assurance-work permit for PO	17.07.18	20.07.18	3	15	12
AIG K Insurance-work permit-CFO	21.06.18	11.07.18	17	15	-2
Inquiries/complaints-Verbal -Written					
	Date received	Response date	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)
	complaints report	complaints report	2.6	5	2.4

Resolution of consumer complaints and disputes					
	Date received	Resolution date	No. of days taken	Service charter timeline	Comments
	complaints report	complaints report	183 resolved, 335 not resolved.	45	35.4% resolved, 64.6% not resolved.
Registration of a new insurer					
	Date received	Date approved	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)
Waica Reinsurance K. Ltd	19.07.18	24.07.18	5	60	55

Communication of the Authority's decision to stakeholders					
Tender Ref.	CEO's approval	Communication to bidders	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)

IRA/046/2018-19	14.09.18	27.09.18	13	7	-6
IRA/020/2018-19	21.09.18	26.09.18	5	7	2
IRA/006/2018-19	10.09.18	14.09.18	4	7	3

Payment to service providers					
Tender Ref.	Inspection & acceptance	Payment date	No. of days taken (a)	Service charter timeline (b)	Variance (b-a)
IRA/040/2018-19	22.08.18	10.09.18	19	30	11
IRA/010/2018-19	31.07.18	14.08.18	14	30	16
IRA/009/2018-19	31.07.18	20.09.18	51	30	-21
IRA/004/2018-19	09.08.18	20.08.18	11	30	19
IRA/050/2018-19	26.06.18	26.07.18	30	30	0