

SERVICE DELIVERY CHARTER

The Insurance Regulatory Authority (IRA) is a State Corporation established under the Insurance Act with a mandate to regulate, supervise and develop the Insurance industry in Kenya.

The Authority offers a number of services to its customers whose service level expectations is as follows:-

Service		Requirements	User Charges Kshs	Timeline (in Calendar Days)
Registration of Insurance Agents	New Application	Duly completed form 150-2 and requirements obtainable from IRA offices/website	1,000	15
	Renewal		1,000	30
Registration of Insurance brokers and medical insurance providers		Duly completed form 150-1 and requirements obtainable from IRA offices/website	10,000	30
Registration of insurance motor assessors/insurance investigators/loss adjusters/insurance surveyors/risk managers/claim settling agents		Duly completed form 150-3 and requirements obtainable from IRA offices/website	3,000	30
Lien Approval; Creation, Liquidation, Roll-over, Cancellation		1) Completed forms; sale and purchase confirmation forms 2) Covering letter	Free of charge	5
Miscellaneous Approvals for: Expatriates/Directors/Principal Officers/Management Staff		Application letter with the necessary justification	Free	15
Inquiries/Complaints	Verbal	Visit to IRA offices/telephone calls	Free	Immediate
	Written	Letter/email/fax	Free	5 days
Resolution of consumer complaints and disputes		Written complaint with all the supporting documents	Free	45
Registration of a new insurer		Duly completed form 30-1 and requirements obtainable from IRA offices/website	150,000	60

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Commissioner of Insurance & CEO

Insurance Regulatory Authority
Zep-Re Place, Mara Road, Upper Hill.
P.O Box 43505-00100, NAIROBI
Tel:+254 4996000, +254 719 047000
Email: commins@ira.go.ke
complaints@ira.go.ke
Website: <http://www.ira.go.ke>
Toll Free line: 0800724499

The Chairman

The Commission On Administrative Justice
Office of the Ombudsman,
West End Tower,
2nd Floor, Waiyaki Way,
WESTLANDS.
P.O Box 20414-00200, NAIROBI
Tel: 254 020 2270000
Email: info@ombudsman.go.ke
Website: www.ombudsman.go.ke