



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE
AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:1 of 9

ISSUE HISTORY

ISSUE	DESCRIPTION OF CHANGE	PROCESS OWNER	EFFECTIVE DATE
1	None, no change has been done	Head Welfare & Benefits	10 th June 2010
2	Changes Done to conform to ISO 9001:2015 standard	Head Welfare & Benefits	31 st May 2018

REFERENCED DOCUMENTS

S/NO	REF	TITLE
1	QPM	Quality policy manual
2	PM	Procedure Manual
3	WI	Work Instructions
4	FCMA	Forest Conservation Management
5	MP	Medical Policy
6	GLAP	Group Life Assurance Policy
7	GPAP	Group Personal Accident Policy
8	DP	Persons Living with Disability Act
9	HIV/AIDS	HIV/Aids Policy
10	SP	Strategic Plan 2017-2022

COPY HOLDERS

1	Chief Conservator of Forests
2	QMR
3	MHRA
4	HSCM
5	HW&B

RECORDS/ANNEXES

REC. NO	REC. TITLE
MED/1/KFS/VOLII	All general correspondences on medical related issues
GLA/1/KFS	All correspondences on Group life Assurance related issues
GPA/1/KFS	All correspondences on Group Personal Accident related issues

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE
AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:2 of 9

REC. NO	REC. TITLE
STAFF/1/KFS	Staff Choir and other related issues
STAFF/2/KFS	Staff playing clubs (Volleyball, Football, Athletics, Karate and other Related issues
UNI/1/KFS	Gender Mainstreaming & Disability related issues
NACA/1/KFS	Alcohol & Drug Abuse
IMMUN/1/KFS	HIV/Aids

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE
AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:3 of 9

TABLE OF CONTENT

ISSUE HISTORY	1
REFERENCED DOCUMENTS	1
COPY HOLDERS	1
RECORDS/ANNEXES	1
1. TERMS AND DEFINITION.....	4
2. SCOPE	4
3. PURPOSE.....	4
4. OBJECTIVE	4
5. RESPONSIBILITY AND AUTHORITY	4
1. RESOURCES, INPUTS AND OUTPUTS.....	6
2. CRITERIA OF MEASUREMENT	7
3. RISK AND OPPORTUNITIES.....	7
4. EVALUATION OF PROCESS	7
5. DETAILS OF PROCEDURE.....	7
6. PROCESS FLOW CHART	9

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:4 of 9

1. TERMS AND DEFINITION

TERM	DEFINITION(S)
KFS	Kenya Forest Service
KPI	Key Performance Indicator
CSF	Critical Success Factor
SPM	Scheduled Preventive Maintenance
KFC	Kenya Forestry College
GLA	Group Life Assurance
GPA	Group Personal Accident
CCF	Chief Conservator of Forests
MHR&A	Manager, Human Resource & Administration
HSCM	Head Supply Chain Management
HW&B	Head Welfare & Benefits
MHR&A	Manager, Human Resource & Administration
HSCM	Head Supply Chain Management
HW&B	Head Welfare & Benefits

2. SCOPE

Deals with the general wellness of staff

3. PURPOSE

Sees to it that the members of staff perform their duties with minimum interruption by issues relating to their health. The Section coordinates the general welfare of staff and their dependants.

4. OBJECTIVE

NB: Refer to the performance contract.

CSF	KPI	TARGET(S)	DUE

5. RESPONSIBILITY AND AUTHORITY

5.1. Chief Conservator of Forests

5.1.1. Allocates funds

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE
AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:5 of 9

- 5.1.2. Approves specifications for Medical, GLA & GPA covers.
- 5.1.3. Appoints Evaluation and opening committees
- 5.1.4. Appoints Gender mainstreaming, Disability mainstreaming, HIV/Aids and Alcohol and drug Abuse Committees.
- 5.1.5. Approves all payments

5.2. Manager, Human Resource & Administration

- 5.2.1. Provides supervisory role to the Head Welfare & Benefits
- 5.2.2. Review the Board and management papers
- 5.2.3. Presents Welfare & Benefits issues before the management
- 5.2.4. Advices Chief Conservator of Forests on Welfare & Benefits issues
- 5.2.5. Prepare Welfare & Benefits activities, work plan and budgets

5.3. Head Supply Chain Management

- 5.3.1. Assist in preparation of tender documents on Medical, GLA & GPA covers
- 5.3.2. Administers the sourcing of Insurance covers for Medical, GLA & GPA
- 5.3.3. Procure for kitchen items for provision of ten (10) o'clock tea for Hq staff

5.4. Manager, Finance & Accounting

- 5.4.1. Process payments for last expenses, death benefits and accident claim payments
- 5.4.2. Process payments for all approved activities for the section

5.5. Head Welfare & Benefits

- 5.5.1. Prepares Welfare & Benefits reports
- 5.5.2. Submits Welfare & Benefits quarterly reports to NGEC, NACADA, NCPWD, and NACC
- 5.5.3. Coordinates all sporting activities e.g. Football, Volleyball, Karate and Athletics, Choir and provision of ten o'clock tea for staff
- 5.5.4. Advices next of kin and beneficiaries on death benefits payments and compensations

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE
AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:6 of 9

5.5.5. Prepares and conducts sensitization on Medical and mainstreaming activities e.g Gender mainstreaming, Disability mainstreaming and Alcohol & Drug Abuse and HIV/Aids to all staff for awareness.

1. RESOURCES, INPUTS AND OUTPUTS

1.1. Resources

- 1.1.1. Finances
- 1.1.2. Personnel
- 1.1.3. Infrastructure

1.2. Inputs

- 1.2.1. Additional Dependant Form
- 1.2.2. In patient Claim Form
- 1.2.3. Outpatient Claim Form
- 1.2.4. Staff Identification Card Application Form
- 1.2.5. Nomination of Beneficiaries Form
- 1.2.6. Personal Accident Claim Form
- 1.2.7. Funeral Expenses Claim Form
- 1.2.8. Bank Account Maintenance Form
- 1.2.9. HIV and aids policy
- 1.2.10. Alcohol and Drug abuse policy

1.3. Outputs

- 1.3.1. Personal Accident Report
- 1.3.2. Death Report
- 1.3.3. Medical Utilization Report
- 1.3.4. Quarterly Report on Disability Mainstreaming
- 1.3.5. Quarterly Report on HIV/AIDS
- 1.3.6. Quarterly Report on Gender Mainstreaming
- 1.3.7. Quarterly Report on Alcohol & Drug Abuse

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE
AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:7 of 9

1.3.8. Medical cards

1.3.9. Life assurance policies

2. CRITERIA OF MEASUREMENT

NB: Refer to Performance progress reports

3. RISK AND OPPORTUNITIES

NB: Refer to the Service's Risk register

4. EVALUATION OF PROCESS

NB: Refer to the Monitoring and Evaluation Reports.

5. DETAILS OF PROCEDURE

5.1. Medical Cover

- 5.1.1. Add all staff and their dependants on Medical cover (Principal member, spouse and four children).
- 5.1.2. Report and remove deceased, retirees, resigned and dismissed employees from the Medical database
- 5.1.3. Arrange for Medical cards for new recruits and new dependants with Insurance provider.
- 5.1.4. Arrange for Medical refund payments to employee by Insurance provider.
- 5.1.5. Facilitates replacement of lost and spoilt Medical cards to staff.
- 5.1.6. Issue and replace Medical Cards to new and old staff.
- 5.1.7. Coordination of staff Medical issues in liaison with the Medical cover provider.

5.2. Group Life Assurance (GLA)

- 5.2.1. Report death cases from stations to Insurance provider.
- 5.2.2. Update deceased's database.
- 5.2.3. Liaise with deceased's next of kin through stations for documentations for payments of death benefits to beneficiaries by Insurance provider.
- 5.2.4. Advice next of kin and beneficiaries on death benefits payments.

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



KENYA FOREST SERVICE

DOCUMENT TITLE: WELFARE
AND BENEFITS SECTION

REF NO:KFS-HR&AD-006

ISSUE NO: 2

REVISION NO: 1

PAGE:8 of 9

- 5.2.5. Forward deceased's documents to Insurance provider for last expense and death benefits payments to beneficiaries
- 5.2.6. Forward cheques from Insurance provider to Manager, Finance & Accounting for payments to the beneficiaries.

5.3. Group Personal Accident (GPA)

- 5.3.1. Report Accident case to Insurance provider.
- 5.3.2. Update accidents and deaths database.
- 5.3.3. Liaise with the deceased's next of kin to forward accident claim documents for compensation by insurance provider.
- 5.3.4. Advice next of kin and beneficiaries on compensations.
- 5.3.5. Forward employee's accident /Death claim documents to Insurance provider for compensation.
- 5.3.6. Follow up Accident claim payments with Insurance provider.
- 5.3.7. Forward cheques from Insurance provider to Manager, Finance & Accounting for payments to the beneficiaries

5.4. Welfare & Benefits Reports

- 5.4.1. Prepare report on Gender mainstreaming, Disability Mainstreaming and Alcohol and Drug Abuse to respective organization and HIV/Aids

5.5. Staff Identification Cards

- 5.5.1. Issue staff with Identification card as per filling the application forms.
- 5.5.2. Replace lost and spoilt staff ID Cards.

5.6. Sports, Choir & Tea

- 5.6.1. Forward all requests for sporting activities e.g Football, Volleyball, Karate and Athletics, Choir to Chief Conservator of Forests.

5.7. Staff Tea

- 5.7.1. Write request to CCF for renewal of provision of office beverages for headquarters staff.

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF



6. PROCESS FLOW CHART

Approve Medical Tender	Chief Conservator of Forests
↓	
Placement of adverts	Head Supply Chain Management
↓	
Appoints Evaluation & Opening Medical Tender	Chief Conservator of Forests
↓	
Approve Medical provider	Chief Conservator of Forests
↓	
Add all staff and their dependants on Medical cover	Head Welfare & Benefits
↓	
Report and remove deceased, retirees, resigned and dismissed employees	Head Welfare & Benefits
↓	
Arrange for Medical cards	Head Welfare & Benefits
↓	
Arrange for Medical refund	Head Welfare & Benefits
↓	
Issue and replace new, lost and spoilt medical cards	Head Welfare & Benefits

PREPARED BY: Manager, HR & Admin

APPROVED BY: CCF