



KENYA RURAL ROADS AUTHORITY

RESOLVED SERVICE CHARTER

VISION

To be a provider of an adequate, quality, safe and efficient rural road network

MISSION

To develop, construct, maintain and manage the rural road network for sustainable social-economic development

CORE VALUES

<ul style="list-style-type: none"> Good Governance Patriotism Inclusiveness Equality Social Justice Integrity Professionalism Economic Use of Resources 	<ul style="list-style-type: none"> Leadership Creativity Teamwork Reliability in Service Delivery Sustainable development Equity Transparency and accountability
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NO	SERVICE RENDERED	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINES	
1.	Attending to customers at our premises	Courtesy and clarity	None	Within 10 Minutes	
2.	Response to complaints and inquiries	1. Honesty and Integrity 2. Use of appropriate channels including: <ul style="list-style-type: none"> Pay a visit to our offices Call our office lines Write a letter or email to the Director General, The Relevant Regional Manager OR The Commission on Administrative Justice (CAJ) Use suggestion boxes at our offices countrywide 	None	Personal visit	10 Minutes
				Phone call	Within 3 rings
				Letters	10 working days
				e-mail	48 hours
				Field visit	10 working days
				Emergency	48 hours (Extendible once to a maximum 14 days)
3.	Procurement of Goods and Services	Adhere to the Public Procurement & Asset Disposal Act 2015 and supporting legislation, including but not limited to: <ul style="list-style-type: none"> Ensure prequalification as applicable Purchase bid documents Compliance with contract provisions Provide timely and adequate feedback for prompt resolution of contractual matters 	As Advertised	As per the Public Procurement & Asset Disposal Act 2015 and supporting legislation	
4.	Payment for Goods and Services	Timely availing of relevant documents, including but not limited to; <ul style="list-style-type: none"> Bank Details as per KeRRA Form (BD 1) Local Service/Purchase Order Invoices Delivery Notes Duly signed payment certificates Measurement Records 	None	Road Works	As per the Contract
				Consultancy Services	As per the Contract
				Goods and Other Services	Within 30 days
5.	Recruitment	<ul style="list-style-type: none"> Letter of Application Requirements in response to Advertisement 	None	3 Months	
6.	Industrial Attachment	<ul style="list-style-type: none"> Relevant letter from training institution Letter of Application Curriculum Vitae Indemnity Insurance Cover 	None	3 Months	
7.	Access to Information	1. Honesty and Integrity 2. Pay prescribed charges 3. Use of appropriate channels including: <ul style="list-style-type: none"> Pay a visit to our offices Call our office lines Write a letter or email to the Director General, The Relevant Regional Manager OR The Commission on Administrative Justice (CAJ) Use feedback boxes at our offices countrywide 	As prescribed in the Access Information Act 2016	Personal visit	30 Minutes
				Phone call	Within 3 rings
				Letters	21 working days
				e-mail	48 hours
				Field visit	10 working days
				Exigent Information Requests	48 hours (Extendible once to a maximum 14 days)

OUR PHYSICAL LOCATION:

Kenya Rural Roads Authority,
Blueshield Towers-6th Floor,
Hospital Road
Upper Hill Nairobi, Kenya.

Visit www.kerra.go.ke to locate our 47 Regional Offices

OUR CONTACTS:

P. O. Box 48151-00100 Nairobi, Kenya.
Tel: +254 (20) 8013846/2710464/2710451

Email: kerra@kerra.go.ke
Website: www.kerra.go.ke

OR

The Relevant Regional Office as indicated on our website.

THE COMMISSION ON ADMINISTRATIVE JUSTICE (CAJ):

P. O. Box 20414-00200, Nairobi, Kenya.
Tel: +254
(20) 2270000/2303000/263765/8030666

Email: complain@ombudsman.go.ke

Website: www.ombudsman.go.ke

Twitter: @kenyasombudsman Facebook: Ombudsman Kenya