



REPUBLIC OF KENYA

KENYA RURAL ROADS AUTHORITY

(KeRRA)



CITIZEN'S SERVICE DELIVERY CHARTER

S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline	
1.	Attending to customers	Courtesy and clarity	None	Within 10 Minutes	
2.	Complaints and Inquiries Responses	<ol style="list-style-type: none"> Honesty and Integrity Use of appropriate channels including: <ul style="list-style-type: none"> Physical visits Telephone Letter or email Suggestion boxes 	None	Physical visit	10 Minutes
				Letters	21 working days
				e-mail	3 Working Days
				Field Inspection	10 working days
				Emergency	48 hours (Maximum of 14 Days)
3.	Procurement of Goods and Services	<ol style="list-style-type: none"> Ensure prequalification where applicable Purchase/Download bid documents Compliance with contract provisions Provide timely and adequate feedback Adhere to applicable laws and regulations 	As Advertised	As per the Public Procurement & Asset Disposal Act 2015 and supporting legislation	
4.	Road Planning and Development	<ol style="list-style-type: none"> Public Participation via formal channels Cooperation Feedback 	Meeting Tax Obligations	Strategic Planning	5 Years
				Annual Planning	6 Months to Year End
				Road Design	6 Months
				Monitoring & Evaluation	Bi-Annually
5.	Construction of Roads	<ol style="list-style-type: none"> Public Participation via formal channels Cooperation Feedback 	Meeting Tax Obligations	New Roads Construction	As per Contract
				Emergency Works	60 Days
				Public Notice for Road Works	3 Working Days
6.	Maintenance of Roads	<ol style="list-style-type: none"> Public Participation via formal channels Cooperation Feedback 	Meeting Tax Obligations	Annual Road Work Plan	6 Months to Year End
				Rehabilitation of Roads	As per Contract
				Routine Maintenance	Annual
				Approval of Roadside Development	30 Working Days
7.	Payment for Goods and Services	<p>Timely availing of relevant documents such as;</p> <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 <p>Measurement Records</p>	None	Road Works	As per the Contract
				Consultancy Services	As per the Contract
				Goods and Other Services	Within 30 days
8.	Recruitment	<ol style="list-style-type: none"> Letter of Application Requirements in response to Advertisement 	None	3 Months	
9.	Industrial Attachment	<ol style="list-style-type: none"> Relevant letter from training institution Letter of Application Curriculum Vitae Indemnity Insurance Cover 	None	3 Months	
10.	Access to Information	<ol style="list-style-type: none"> Honesty and Integrity Pay prescribed charges Use of appropriate channels including: <ul style="list-style-type: none"> Physical visits Telephone Letter or email Suggestion boxes 	As prescribed in the Access Information Act, 2016	Physical visit	10 Minutes
				Letters	21 working days
				e-mail	3 working days
				Field Inspection	10 working days
				Exigent Information Requests	48 hours (Extendible once to a maximum 14 days)

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good 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 DIRECTOR GENERAL

P.O. Box 48151 - 00100 Nairobi, Kenya.
 Telephone: 020 - 7807600/01-05
 0711 851 103
 Email: dg@kerra.go.ke
 Website: www.kerra.go.ke

The Commission Secretary/Chief Executive Officer,
 Commission on Administrative Justice, 2nd Floor,
 West End Towers, Waiyaki Way, Nairobi.
 P.O. Box 20414 - 00200 Nairobi.
 Tel: +254 (0) 20 2270000 / 2303000
 Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO