



REPUBLIC OF KENYA



KENYA ROADS BOARD

CITIZENS SERVICE DELIVERY CHARTER



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Background

Aims/Rationale

Citizens' Service Delivery Charter outlines our commitments to providing quality services to our customers. It provides information on how you can comment on our services and on the charter itself. Our goal is to provide quality services to our customers to optimize their resources and to serve the public better. The Charter does not in any way purport to replace existing rules and regulations.



Who are we?

Kenya Roads Board (KRB) is a statutory body established by the Kenya Roads Board Act of 1999. The Board was established is to oversee the road network in Kenya and coordinate its development, rehabilitation and maintenance funded by the KRB Fund and to advise the Minister for Roads on all matters related thereto.

What we do?

- Co-ordinates the implementation of all policies relating to the development, rehabilitation and maintenance of the road network;
- Coordinates the development, rehabilitation and maintenance of the road network with a view to achieving efficiency, cost effectiveness and safety;
- Administers the funds derived from the fuel levy and any other funds that may accrue to it;
- Determines the allocation of financial resources from the Fund or from any other source available to KRB required by roads agencies for the development, rehabilitation and maintenance of the road network;
- Monitors the operations or activities undertaken by road agencies in the development, rehabilitation and maintenance of roads, and evaluate, by means of technical, financial and performance audits, the delivery of works;

- f) Ensure that all procurements for the development, rehabilitation and maintenance of roads or other associated works, funded out of the Fund or other funds are conducted in accordance with the guidelines and criteria set out by KRB;
- g) Recommends to the Government appropriate levels of road user charges, fines, penalties, levies or any sums required to be collected under the Road Maintenance Levy Fund Act, 1993 and paid into the Fund;
- h) Recommends such periodic reviews of the fuel levy as are necessary for the purposes of the Fund and other potential sources of revenue for the development, rehabilitation and maintenance of roads which could be made available to it for the performance of its functions; and
- i) Advise the Minister for Roads on road matters.

2 Rights and Obligations

Customers have a right to:

- a) Access to information: You are entitled to accurate, complete, and timely information.
- b) Courtesy and Consideration: You are entitled to courtesy, considerate and non-discriminatory service in your dealings with KRB officials.
- c) Presumption of Honesty: You are presumed honest unless there is evidence to the contrary.
- d) Privacy and Confidentiality: Your personal information provided to KRB and sensitive matters shall be held confidentially and shall not be disclosed to other parties.
- e) Identification: You have a right to demand identification from any of our staff serving. In case of doubt, you may call our office to confirm the identity of the officer attending to you
- f) Timely payment for goods and services rendered
- g) Dignified treatment for persons living with disabilities
- h) Complain and seek redress
- i) Receive feedback from KRB for any enquiries or request for information

Customers are obligated to:

- a) Provide sufficient, accurate and complete information
- b) Courtesy and Consideration: You are required to be courtesy, considerate and non-discriminatory treatment in your dealings with KRB staff
- c) Payment of stipulated fees for services where applicable
- d) Identification: You are required to identify yourself by providing correct and accurate information including National Identification Card
- e) Honesty with dealing with us
- f) Not to engage in unfair practices and corruption
- g) Comply with regulations governing the provision of serve as may apply

3 Our Promise

We promise to:

- a) Provide excellent service delivery
- b) Provide up to date information
- c) Consult customers in an open manner in order to understand and consider their needs
- d) Resolve complaints in accordance with the stipulated framework
- e) Ensure that value for money is realized in our funding of the road network
- f) Pay our suppliers promptly for goods and services rendered

4 Our Standards

In conformity with our commitments to this Charter, we shall provide services in accordance with the following standards:

SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/ GOOD (IF ANY)	TIMELINE
Issuance of ceilings to Road Agencies	<ul style="list-style-type: none"> No requirement 	Free	14 days upon receipt of the projected RMLF from the National Treasury
Release of funds to the Road Agencies	<ul style="list-style-type: none"> Approved workplans Progress reports 	Free	Within 10 days of the subsequent month
Approval of Work Plans	<ul style="list-style-type: none"> Submission of a work plan Submission of Annual Road Inventory and Condition Survey 	Free	30 days upon confirmation of compliance
Payment to Suppliers	<ul style="list-style-type: none"> Invoice LSO/LPO Contract/ Payment certificate ETR receipt Bank details on suppliers' letterhead VAT/PIN Number evidence of zero rating on tax Where applicable; consultancy report, delivery note 	Free	30 days from receipt of invoice
Written Inquiries	<p>Letter Kenya Roads Board 3rd Floor, Kenya Re Towers, Upperhill Off Ragati Road P.O Box 73718-00200 Nairobi</p> <ul style="list-style-type: none"> Email: info@krb.go.ke Website: www.krb.go.ke Facebook: Kenya Roads Board X: @KRB_Kenya Instagram: @kenya_roads_board Tiktok: @kenya_roads_board 	Free	Within 21 days of receipt
Resolution of customers complaints and disputes	<ul style="list-style-type: none"> Written complaints with all supporting documents 	Free	Within 30 days

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Monitoring and Reviewing of the Charter

To satisfy ourselves of service delivery, we shall measure our performance through the monitoring of customer feedback to our services. Overall, we shall every three years conduct a customer satisfaction survey and implement recommendations.

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Feedback on Our Service/Resolution of Complaints

Any complaints or suggestions on improvement of our services are welcome. You have a right to complain about our services which you are not satisfied with or those that do not meet the standards here set.

We will treat your complaints positively and seriously and shall give you a timely response while at the same time, if need be, review our internal processes accordingly.

METHOD	CONTACT INFORMATION	COMMITMENT
In Person	Kenya Roads Board Headquarters 3 rd Floor Kenya Re Towers Off Ragati Road, Upperrhill Monday to Friday 8:00 am. To 5:00 p.m.	Customers will be received at the Customer Care Desk and will be attended to within 5 minutes. If an Officer is not available, we will seek an alternative. A Complaints Dropoff Box is situated at the Reception Area
	REGIONAL OFFICES NORTH - EASTERN Off A3-Boys Town Secondary School Road P.O. Box 52 – 70100 Garissa. Tel. 0715601467 Email: northeastern@krb.go.ke	
	CENTRAL Off Ruringu stadium road P.O. Box 171 – 10100 Nyeri. Tel. 0713-711436 Email: central@krb.go.ke	
	NYANZA Lake Basin Mall Kisumu-Kakamega Road Mezzanine Floor, Room 8 P.O Box 3011-40100, Kisumu. Tel: 0700260471. Email: nyanza@krb.go.ke	

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Feedback on Our Service/Resolution of Complaints

Continued

METHOD	CONTACT INFORMATION	COMMITMENT
	<p>SOUTH RIFT Public Works Building, 1st Floor Off Nakuru -Sigor Road P.O Box 784 - 20100 Tel: 0706425432. Email: southernrift@krb.go.ke</p>	
	<p>UPPER-EASTERN Off A10 Isiolo- Wajir Road P. O. Box 48-60300, Isiolo Tel:0795723192. Email: uppereastern@krb.go.ke</p>	
	<p>NORTH RIFT K.V.D.A Plaza, 12th Floor, Oloo Street. P.O.Box 1024 - 30100 Tel: 0112 035 218 Email: northernrift@krb.go.ke</p>	
	<p>WESTERN REGION Kakamega Teachers Benevolent Plaza 3rd Floor, along Kakamega-Mumias Road P.O Box 50100-1248 Kakamega Email: western@krb.go.ke Tel: -0797927888</p>	
	<p>LOWER EASTERN REGION Off Nairobi- Machakos Highway Email: lowereastern@krb.go.ke</p>	

METHOD	CONTACT INFORMATION	COMMITMENT
Telephone	HEADQUARTERS Landline: 0204980000, 020 -2723185/ 2722865 Mobile: 0722-203418, 0733 334422	Telephone calls will be answered to immediately. We commit to not have numerous transfers to extensions. If you know the extension of the Officer you are calling you may call directly by dialing – 020 4980 then extension No. e.g. for extension 200 dial 020 4980200)
Post Mail	Director General Kenya Roads Board P.O. Box 73718-00200 NAIROBI	General Enquiries and request for information will be responded to within 7 days of receipt. If we require more time to respond, you shall be informed and provided a timeline
Email	KRB Headquarters: info@krb.go.ke North-Eastern Region: northeastern@krb.go.ke Central Region: central@krb.go.ke Nyanza Region: nyanza@krb.go.ke North Rift: northrift@krb.go.ke Upper-Eastern: uppereastern@krb.go.ke South Rift: southrift@krb.go.ke Western Region: western@krb.go.ke Lower-Eastern Region: lowereastern@krb.go.ke Complaints: complain@krb.go.ke	Enquiries through emails will be responded to within 24 hours: Monday to Friday
By Website	www.krb.go.ke	We will provide public information on our website and regularly post up to date information

We will endeavor to provide you with excellent services at all times and resolve your complaints within the stipulated timelines. However, if you are not satisfied with our services or handling of your complaint, you may report to the Commission on Administrative Justice through the following address;

**The Commission Secretary/ Chief Executive Officer
Commission on Administrative Justice
West End Towers, Waiyaki Way
P.O Box 20414-00200, NAIROBI**

Tel: +254-20-2270000/2303000/2603765/2441211/80330666

Toll Free Line: 0800221 349

SMS Short Code 15700 (Safaricom Subscribers Only)

Email: complain@ombudsman.go.ke

Written Complaints will be resolved within 30 days.



Kenya Roads Board

Head Office
3rd Floor Kenya Re Towers,
Off Ragati Rd, UpperHill
P.O. Box 73718 - 00200,
Nairobi, Kenya.
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