



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 so as to optimize their resources and to serve the public better. The Charter does not in any way purport to replace existing rules and regulations.

Vision

An efficient road network for a prosperous Nation

Mission

To fund, oversee and coordinate road maintenance, rehabilitation, and development through optimal utilization of resources for a sustainable road network

Core Values

- (a) Professionalism
- (b) Passion for Quality
- (c) Customer Service Excellence
- (d) Integrity
- (e) Inclusiveness
- (f) Innovation

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?

The Board: -

- a) Co-ordinates the implementation of all policies relating to the development, rehabilitation and maintenance of the road network;
- b) Coordinates the development, rehabilitation and maintenance of the road network with a view to achieving efficiency, cost effectiveness and safety;
- c) Administers the funds derived from the fuel levy and any other funds that may accrue to it;
- d) 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;
- e) 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.

Our Relationships

We rely on our close relationships with The Government of Kenya, our parent Ministry, Road Agencies, Stakeholders, Customers, and the road users.

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Rights and Obligations

Customers Rights

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 obligations

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 services as may apply



3 Our Promise

We promise to:

- (i) Provide excellent service delivery
- (ii) Provide up to date information
- (iii) Consult customers in an open manner in order to understand and consider their needs
- (iv) Resolve complaints in accordance with the stipulated framework
- (v) Ensure that value for money is realized in our funding of the road network
- (vi) 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

No.	SERVICE	REQUIREMENTS	COST	TIMELINES
1.	Release of funds	<ul style="list-style-type: none"> • Road Agencies that are compliant • Approval of the Board of Directors 	Nil	10 days from the approval by the Board
2.	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 • Where applicable; Inspection report, consultancy report, delivery note, evidence of zero rating on tax 	Nil	21 days from receipt of invoice
3.	Verbal Inquiries	<ul style="list-style-type: none"> • Visit KRB offices/ telephone calls 	Nil	21 days
4.	Written Inquiries	<ul style="list-style-type: none"> • Letter/ Email or on the website 	Nil	21 days
5.	Resolution of customers complaints and disputes	<ul style="list-style-type: none"> • Written complaints with all supporting documents 	Nil	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



Contact Information

Method	Contact Information	Commitment
In Person	<p>Kenya Roads Board Headquarters 3rd Floor Kenya Re Towers Off Ragati Road, Upperhill Monday to Friday 8:00 am. To 5:00 p.m.</p> <p>REGIONAL OFFICES</p> <p>North Eastern Off A3-Boys Town Secondary School road P.O. Box 52 – 70100 Garissa. Tel. 0715601467 Email: northeastern@krb.go.ke</p> <p>Central Off Ruringu stadium road P.O. Box 171 – 10100 Nyeri. Tel. 0713-711436 Email: central@krb.go.ke</p> <p>Nyanza Lake Basin Mall Kisumu- Kakamega Road Mezzanine Floor Room 8 Email: nyanza@krb.go.ke</p> <p>South Rift Public Works Building, 1st Floor Off Nakuru -Sigor Road Email: southrift@krb.go.ke</p>	<p>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</p> <p>A Complaints Dropoff Box is situated at the Reception Area</p>
Telephone	<p>HEADQUARTERS Landline: 0204980000, 020 -2723185/ 2722865 Mobile: 0722-203418, 0733 334422</p>	<p>Telephone calls will be answered to immediately. We commit to not have numerous transferals to extensions. If you know the extension of the Officer you are calling you mail call directly by dialing – 020 4980 then extension No. e.g. for extension 200 dial 020 4980200)</p>
Postal Mail	<p>Director General Kenya Roads Board P.O. Box 73718-00200 NAIROBI</p>	<p>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</p>

Method	Contact Information	Commitment
Email	<p>KRB Headquarters info@krb.go.ke</p> <p>North Eastern Region garissa@krb.go.ke</p> <p>Central Region nyeri@krb.go.ke</p> <p>Nyanza Region kisumu@krb.go.ke</p> <p>Complaints complain@krb.go.ke</p>	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 endeavour 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: +254-20-2270000/2303000/2603765/2441211/8030666
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

REVIEW OF SERVICE CHARTER

To ensure that our service delivery remains relevant to our customers, we will update our service charter annually and carry out a review every three (3) years



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