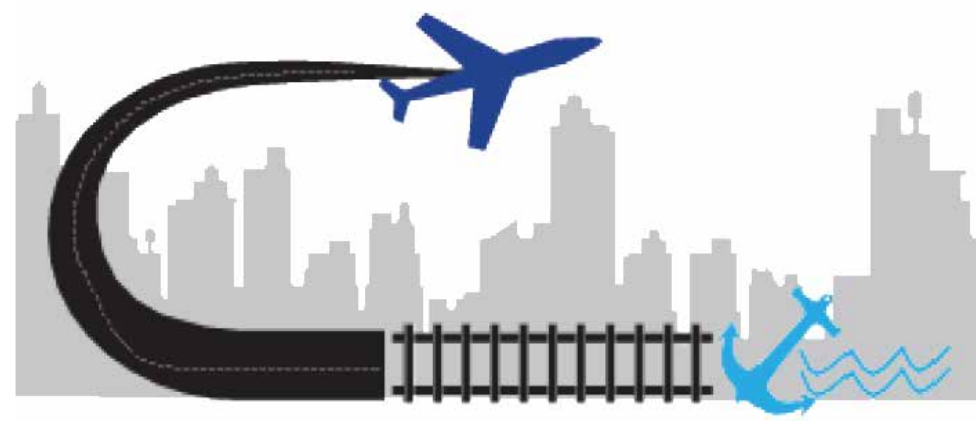




**MINISTRY OF ROADS  
AND TRANSPORT**  
STATE DEPARTMENT FOR ROADS

# CITIZENS' SERVICE DELIVERY CHARTER

## VISION

Be a global leader in provision of cost-effective road transport infrastructure facilities.

## MISSION

To provide efficient affordable and reliable road transport infrastructure facilities for sustainable social economic development.

## CORE VALUES

Integrity, accountability, innovation, inclusivity, customer focus, professionalism

| S/ No. | Customer Support Service                                                                                                                                                                                       | Customer Requirements                                                                                                                                                                                                                                                                                                                                                                                        | Point Of Service                                                | Cost Of Service                             | Timeline                                                     |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------|
| 01.    | Response to phone calls (Landline or any other official line)                                                                                                                                                  | Phone Call                                                                                                                                                                                                                                                                                                                                                                                                   | All Offices                                                     | Free                                        | 15 Seconds                                                   |
| 02.    | Response to enquiries by walk in clients                                                                                                                                                                       | Walk in and make the enquiry                                                                                                                                                                                                                                                                                                                                                                                 | All offices                                                     | Free                                        | 1 Minute                                                     |
| 03.    | Response to correspondence                                                                                                                                                                                     | Written correspondence (letter)<br>Email and Social Media (Twitter, Facebook and Youtube)                                                                                                                                                                                                                                                                                                                    | All offices<br>All offices                                      | Free<br>Free                                | 5 Working Days<br>1 Working Day                              |
| 04.    | Response to public complaints and grievances                                                                                                                                                                   | Make a Complaint                                                                                                                                                                                                                                                                                                                                                                                             | All offices                                                     | Free                                        | 1 Working Day                                                |
| 05.    | Resolution of complaints                                                                                                                                                                                       | Make a verbal or Written Complaint                                                                                                                                                                                                                                                                                                                                                                           | All offices                                                     | Free                                        | 14 Working Days                                              |
| 06.    | Registration of Suppliers                                                                                                                                                                                      | • Duly filled application Form<br>• Company profile<br>• Certificate of Incorporation/Registration PIN Certificate<br>• Valid Tax Compliance Certificate/ Exemptions<br>• Original Bank Statement<br>• Copy of Certificate of Registration with relevant regulatory bodies<br>• Non-refundable fee payment receipt<br>• Copy of Annual Return forms filed by the Company registry<br>• Copies of ID/Passport | All offices                                                     | Free                                        | 14 Working Days                                              |
| 07.    | Processing of tenders                                                                                                                                                                                          | Submit bids for goods and services                                                                                                                                                                                                                                                                                                                                                                           | All offices                                                     | Free                                        | 90 days                                                      |
| 08.    | Notification of successful and unsuccessful bidders                                                                                                                                                            | Access e-procurement portal for notification                                                                                                                                                                                                                                                                                                                                                                 | All offices                                                     | Free                                        | 1 working day                                                |
| 09.    | Payment for goods and services received                                                                                                                                                                        | LPO/Invoice/Certificate of Completion/ Goods/Services received                                                                                                                                                                                                                                                                                                                                               | All offices                                                     | Free                                        | 60 Days from the day of receipt of invoice                   |
| 10.    | Disposal of obsolete stores                                                                                                                                                                                    | Submission of bids                                                                                                                                                                                                                                                                                                                                                                                           | All offices                                                     | Free                                        | 60 Days from the date of advertisement                       |
| 11.    | Public Participation in Policy making process                                                                                                                                                                  | Familiarization with the issue and active participation                                                                                                                                                                                                                                                                                                                                                      | All offices                                                     | Free                                        | 1 Day                                                        |
| 12.    | Recruitment of staff                                                                                                                                                                                           | Make formal application based on advert                                                                                                                                                                                                                                                                                                                                                                      | All offices                                                     | Free                                        | 90 Days                                                      |
| 13.    | Processing of request for Information                                                                                                                                                                          | Make a request for Information                                                                                                                                                                                                                                                                                                                                                                               | All offices                                                     | Free                                        | 21 Days                                                      |
| 14.    | Carry out inspection of vehicles, plant equipment or an item and issue a report                                                                                                                                | •Requisition letter                                                                                                                                                                                                                                                                                                                                                                                          | Mechanical and Transport Directorate offices countrywide        | As specified in Legal Notice No. 53 of 2011 | Within 7 days from the date of the test                      |
| 15.    | Research/develop new specifications for vehicles, plant and equipment on request by clients                                                                                                                    | •Requisition letter                                                                                                                                                                                                                                                                                                                                                                                          | Mechanical and Transport Division offices countrywide           | As specified in Legal Notice No. 53 of 2011 | Within 14 working days                                       |
| 16.    | Process the transfer of ownership of boarded vehicles , plant and equipment                                                                                                                                    | •Requisition letter<br>•Proof of Payment<br>•Award Letter                                                                                                                                                                                                                                                                                                                                                    | Mechanical and Transport Division                               | Free                                        | Within 14 working days                                       |
| 17.    | Inspect plant vehicles and equipment to conform to KeBs 1515-2000 specifications                                                                                                                               | •Requisition letter<br>•Proof of payment                                                                                                                                                                                                                                                                                                                                                                     | Mechanical & Transport Division HQs and Mombasa Regional office | As specified during delivery                | 1 (One Day)                                                  |
| 18.    | Operational lease of vehicle, Plant and Equipment                                                                                                                                                              | •Duly filled application form<br>•Proof of Payment                                                                                                                                                                                                                                                                                                                                                           | Mechanical and Transport Division offices countrywide           | As specified in Legal Notice No. 53 of 2011 | Within 7 working days                                        |
| 19.    | Conducting Suitability and Occupational tests for drivers and plant operators                                                                                                                                  | •Requisition letter<br>•Proof of Payment<br>•Driving License                                                                                                                                                                                                                                                                                                                                                 | Mechanical and Transport Division offices countrywide           | As specified in Legal Notice No. 53 of 2011 | 1 (One) Day                                                  |
| 20.    | Manufacture of Safes                                                                                                                                                                                           | •Client Request Letter<br>•Proof of payment                                                                                                                                                                                                                                                                                                                                                                  | Mechanical and Transport Division                               | 170,000                                     | 1 (One) Month                                                |
| 21.    | Practical attachment to students dealing with vehicle, plant and equipment related courses                                                                                                                     | •Letter of introduction from the Institution                                                                                                                                                                                                                                                                                                                                                                 | Mechanical and Transport Division offices countrywide           | As specified in Legal Notice No. 53 of 2011 | 3 (three) Months                                             |
| 22.    | Test and advise on material usage to ensure quality control on road and bridges, buildings and other civil works construction/ Research, investigations and surveys on road construction materials and methods | •Request letter from client<br>•Samples                                                                                                                                                                                                                                                                                                                                                                      | Material Testing and Research Directorate offices countrywide   | As specified during delivery                | As specified                                                 |
| 23.    | Pavement designs and designs review                                                                                                                                                                            | •Client request letter                                                                                                                                                                                                                                                                                                                                                                                       | Materials Testing and Research Directorate countrywide          | As specified during delivery                | As specified                                                 |
| 24.    | Condition survey tests on Airports and Road Pavements, Bridges and Buildings                                                                                                                                   | •Client request letter                                                                                                                                                                                                                                                                                                                                                                                       | Materials Testing and Research Directorate countrywide          | As specified during delivery                | As specified                                                 |
| 25.    | Development and review of Construction Specifications and Manuals                                                                                                                                              | •Client request letter                                                                                                                                                                                                                                                                                                                                                                                       | Materials Testing and Research Directorate countrywide          | As specified during delivery                | As specified                                                 |
| 26.    | Ensuring adherence to quality standards in construction of Roads                                                                                                                                               | •Written Request                                                                                                                                                                                                                                                                                                                                                                                             | Quality Assurance Division                                      | Free                                        | Continuous                                                   |
| 27.    | Ensuring environmental regulation adherence in projects                                                                                                                                                        | •Duly filled application forms                                                                                                                                                                                                                                                                                                                                                                               | Roads Division                                                  | As may be estimated during survey           | Continuous                                                   |
| 28.    | Application for Long Courses                                                                                                                                                                                   | •Duly filled application form<br>•KNEC certificates                                                                                                                                                                                                                                                                                                                                                          | KIHBT                                                           | Kshs.1000                                   | 45 days before commencement of the course                    |
| 29.    | Application for Short Courses                                                                                                                                                                                  | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | Kshs.1000                                   | 2 weeks before commencement of the course                    |
| 30.    | Higher Diploma (Civil, Mechanical, Electrical Engineering)                                                                                                                                                     | •Duly filled application form<br>•KNEC certificate                                                                                                                                                                                                                                                                                                                                                           | KIHBT / KNEC                                                    | 35,500/= per semester                       | 2 years                                                      |
| 31.    | Diploma ( Civil, Mechanical, Electrical and Highway Engineering, Building Technology, Land Surveying, Quantity Surveying and ICT)                                                                              | •Duly filled application form<br>•KCSE certificate                                                                                                                                                                                                                                                                                                                                                           | KIHBT & KNEC                                                    | 56,420/= Per Year                           | 3 years                                                      |
| 32.    | Elementary Driving Course                                                                                                                                                                                      | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | 11,600/=                                    | Four (4) Weeks                                               |
| 33.    | Short courses in Defensive Driving and Refresher Driving course                                                                                                                                                | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | Specified at service point                  | From One (1) week to Two (2) Months as per specified courses |
| 34.    | Plant Operator Course                                                                                                                                                                                          | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT & DIT                                                     | 65,000/=                                    | Two (2) Months                                               |
| 35.    | Fire Safety and Disaster Management Course                                                                                                                                                                     | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | 30,000/=                                    | Four (4) Weeks                                               |
| 36.    | Electrical Installation Course                                                                                                                                                                                 | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | 27,000/=                                    | Two (2) Months                                               |
| 37.    | Motor Vehicle Mechanic Course                                                                                                                                                                                  | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | 10,000/=                                    | Three (3) Weeks                                              |
| 38.    | Computer Applications Course                                                                                                                                                                                   | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT & DIT                                                     | 10,000/=                                    | 4 (Four) Weeks                                               |
| 39.    | ICT Auto CAD & Arch Card                                                                                                                                                                                       | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | 15,000/=                                    | 2 (Two) Weeks                                                |
| 40.    | Fleet Management courses                                                                                                                                                                                       | •Duly filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | 25,000/=                                    | 1 (One) Week                                                 |
| 41.    | First Aid Course                                                                                                                                                                                               | •Duly Filled application form                                                                                                                                                                                                                                                                                                                                                                                | KIHBT                                                           | 6000/=                                      | 1 (One) Week                                                 |

### Citizen Service Delivery Charter Review

The Citizen Service Delivery Charter will be reviewed annually to ensure that it sustains goodwill and mutual understanding between the State Department and its stakeholders

We encourage our clients to give feedback on services rendered to enable us to improve the quality of our service delivery. The State Department of Roads will investigate any complaints in confidence and will view any complaints as an improvement in our service delivery.

### Complaints Mechanism

#### THE PRINCIPAL SECRETARY

State Department for Roads | Works Building | Ngong' Roads.  
P.O Box 30260-00100, Nairobi, Kenya. | Tel No. +254 020-2722216/ 254-020 2723232-  
email: ps@roads.go.ke | info@roads.go.ke | Facebook: State Department of Roads | X(Twitter) Roads\_K | www.transport.go.ke

OR

#### THE COMISSION SECRETARY/ CHIEF EXECUTIVE OFFICER

Commission on Administrative Justice (CAJ), | 2nd Floor, West End Towers, Waiyaki Way, Nairobi.  
P.O Box 20414-00200 Nairobi, Kenya. | Tel: +254-(0)20 2270000/2303000/2603765/ 2441211/8030666  
email: info@ombudsman.go.ke | or complaints@ombudsman.go.ke | www.ombudsman.go.ke

**HUDUMA BORA NI HAKI YAKO**