

CUSTOMER SERVICE DELIVERY CHARTER

ISSUED DECEMBER 2015



**EFFECTIVE ROAD NETWORK
FOR A PROSPEROUS NATION**

CHAPTER ONE: BACKGROUND

1.0 Background

1.1 Aims/Rationale

- 1.1.1 This 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.
- 1.1.2 This Service Charter states our Aim, Goal, Vision, Mission, Mandates, Customers, Commitments and expectations.
- 1.1.3 Our goal is to provide quality services to our Customers so as to optimize their resources.
- 1.1.4 Our aim is to ensure that the resources set apart for roads development; rehabilitation and maintenance are applied effectively and efficiently.
- 1.1.5 This Charter is an effort to serve the public better and does not in any way purport to replace existing rules and regulations.

1.2 Vision

An efficient road network for a prosperous Nation

1.3 Mission

To Fund, oversee and coordinate road development, rehabilitation and maintenance. We shall ensure prudent sourcing and optimal utilization of resources for socio-economic development.

1.4 Who are we

Kenya Roads Board (KRB) is a statutory body established by the Kenya Roads Board Act of 1999.

1.5 What are the objectives of KRB

The objective and purpose for which KRB 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.

1.6 What are our mandates?

Our mandates are:-

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

1.7 What is our structure?

KRB is managed by a Board of Directors which composes of eight members from the private sector and five members from the public sector. This representation provides for road users to take an active interest in the management of roads in Kenya while ensuring that utilization of the funds entrusted to KRB is efficient and effective.

1.8 Our Relationships

We rely on our close relationships with our parent Ministry, the Government of Kenya, Road Agencies, other government bodies and ministries, major customers in the private/public sector and the road users.

1.9 Our Customers

We recognize our primary customers as the Ministry of Transport and Infrastructure, the Road Authorities (Kenya National Highways Authority, Kenya Rural Roads Authority, Kenya Urban Roads Authority and Kenya Wildlife Services) and County Departments in charge of roads. We recognize all road users as our customers (Motorized and Non-motorized traffic).

In particular we recognize the following key customers, Central and Local Government, Development Partners, Farmers, Investors, Traders, Manufacturers, Tourism Sector, Regional Partners, Consultants, Contractors and Suppliers, Road Agencies, Directors and Staff of KRB, Road Frontagers, Social Sector (e.g. Education, Health, Administration) Security Sector, Utility providers; and Other modes of transport (Air, Railway, Marine, Pipeline)

CHAPTER TWO: GUIDING VALUES

2.0 Our Guiding Values

In relationship with our customers and in our operations, we shall be guided by the national values and principles of governance, that is patriotism, national unity, sharing and devolution of power, the rule of law, democracy and participation of the people, human dignity, equity, social justice, inclusiveness, equality, human rights, non-discrimination and protection of the marginalized, good governance, integrity, transparency and accountability;

2.1 Patriotism

We shall act in the best interest of Kenya, not use abusive language when talking about Kenya and not take advantage of any system in the country to the detriment of the common good.

2.2 National Unity

We shall ensure a harmonious working relationship with our customers and interested parties. We shall respect the views of Kenyans regardless of their religion tribe or gender. We shall work together with all stakeholders to achieve an effective and efficient road network in Kenya.

2.3 Sharing And Devolution Of Power

We shall to the extent possible promote a system that encourages planning for road works at the lowest unit of devolution.

2.4 The Rule Of Law

In our operations, we shall act in accordance with all the relevant laws and procedures.

2.5 Participation of the People and Democracy

We shall take part in matters of road infrastructure development in Kenya and shall involve people in matters of road maintenance.

2.6 Human Dignity

We shall preserve individual or groups self-respect, self-worth, physical and psychological integrity and empowerment.

2.7 Equity and Social Justice

We shall act in a fair and impartial manner.

2.8 Inclusiveness

We shall take into account everything or everybody in carrying out our operations.

2.9 Human Rights

We shall give all Kenyans an equitable treatment and we shall support human rights for all and ensure a fair allocation of funds.

2.10 Non-Discrimination and Equality

We shall treat all Kenyans with fairness. We shall conform to rules and standards and shall have no prejudices.

2.11 Protection Of The Marginalized

We shall develop and implement policies and programmes that eliminate unacceptable levels of vulnerability, risk and deprivation as well as reduce their impact.

2.12 Good Governance

Our decision making processes and in the implementation of those decisions we shall be responsive, effective and efficient, transparent, accountable, equitable, inclusive and participatory.

2.13 Integrity

We shall be honest, truthful, and sincere and demonstrate good character and strong moral principles in dealing with our customers

2.14 Transparency

We shall operate in a manner that demonstrates or shows what we are doing, why we are doing it and the intended outcomes of our actions.

2.15 Accountability

We shall take responsibility for all our actions and be answerable and liable for our actions and behavior.

2.16 Sustainable development

We shall ensure that Kenya's road network is efficient and effective to achieve social and economic development without exhausting the Country's natural resources.

CHAPTER THREE: OUR COMMITMENTS

3.0 Our Commitments

In line with our guiding values we commit to the following:-

3.1 Corporate Citizenship

To promote patriotism and National unity we shall,

- Observe and support national day celebrations
- Ensure staff sing the National Anthem in all major functions
- Display the National Flag at our reception
- Collaborate with key stakeholders in road maintenance and development through meetings, informal discussions and workshops

3.2 Devolution

We shall ensure that road works approved for financing by KRB have been prioritized and identified at the lowest devolved units and that there has been participation of the people in prioritization.

3.3 Human Rights

To safeguard human rights, promote social justice and human dignity, equality and equity we shall,

- Consult our customers in an open and informative manner in order to rightfully understand and consider their needs.
- Respond to our customers written enquiries within seven (7) working days from the date of receipt
- Attend to our customers within fifteen (15) minutes from the time of their visit to our offices
- Attend to telephone enquiries immediately.
- Be sensitive to our customers' needs at all times
- Give our customers the opportunity to provide feedback on our standards of delivery of services

3.4 Providing customers with professional services

- We will be punctual to appointments with our customers
- Our staff will always identify themselves when responding to customers' enquiries
- We will not subject our customers to numerous telephone transferals
- We will treat our customers with courtesy, respect, fairness and impartiality
- We will strive for the highest ethical standards in service delivery
- We will keep information received by us in the course of dealing with our Customers strictly confidential

3.5 Encouraging public participation

We will use public forums and consultative processes to improve our services and to make major decisions that affect our customers

3.6 Providing access to information

- We will provide up to date information available in the most appropriate manner for consumption by our customers
- We will provide written information in a clear and concise manner
- We will provide quarterly information through the print media of the funds released to all road agencies
- Within six (6) months from the close of each financial year, we will publish the financial statements and annual report
- Within three months from the commencement of a financial year, we will publish in the print media the works programme which details out where the funds to be released to all road agencies shall be applied.

3.7 Procurement of Goods and services

- We will use a competitive process in the procurement of goods and services.
- We will inform all tenderers of the outcome of a tender within sixty (60) days from the tender closing date
- We will submit procurement reports to Public Procurement Oversight Authority quarterly
- We will publish in our website at the end of every year all contracts awarded during the year whose value exceeds Kshs. 5,000,000/=

3.8 Payments

- We will make prompt payments for goods and services delivered.
- Except where a written contract provides otherwise we will make payments for goods and services delivered within thirty (30) days from the date of receipt of invoice.
- Where there are doubts on the amounts claimed, we will inform the supplier of our concerns within seven (7) days from the date of receipt of the invoice and request for a verification.

3.9 Disbursement of Funds

- Our Board of directors shall meet every month to approve disbursement of all funds received from the Kenya Revenue Authority.
- We will release funds to our road agencies within Ten (10) days from the date of approval of the Board of directors.
- We will disburse funds strictly in accordance with the disbursement programme

3.10 Allocation of Funds

We will allocate funds in accordance with the provisions of Kenya Roads Board Act

3.11 Auditing and Monitoring of works

- We will carry out a technical compliance, performance and financial audit of all the works funded by Kenya Roads Board and development partners supported projects
- We shall provide annual reports of such audits which may be inspected by our customers

4.0 Internal and external review

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

5.0 Feedback on our service

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

Any suggestions may be directed to the Executive Director, Kenya Roads, Kenya re-Towers, P. O. Box 73718, 00200, Nairobi. Telephone No. 2723176 or placed in the suggestion box found at the reception area of our offices or posted through the website www.krb.go.ke, or [email info@krb.go.ke](mailto:info@krb.go.ke)

Any complaints shall be referred to the Commission on Administrative Justice

Written Complaints will be resolved within 30 days

6.0 How you can help us

- Our success in serving you will be determined by your co-operation.
- When making an enquiry, ensure you give sufficient and accurate information.
- Provide your full address including email and telephone contacts if any to us when making an enquiry to enable us respond to you
- If calling from a cell phone, explain this to our staff so that they can understand your circumstances
- Be courteous when dealing with our staff
- Provide feedback and comments on our services

7.0 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

8.0 How to contact us

The offices of Kenya Roads Board are open during normal business hours (8.00 a.m. - 5.00 p.m.) Monday to Friday.

Kenya Roads Board Offices
Kenya Re-Towers 3rd Floor,
Off Ragati Road,
P.O. Box 73718, 00200
NAIROBI

Telephone: [254-020-2723176, 2722865/6]
Fax: [254-020-2723161]
Email: info@krb.go.ke
Website: www.krb.go.ke
Facebook: Kenya Roads Board

Or

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@obundsman.go.ke



Kenya Roads Board

3rd Floor, Kenya Re-Towers,
off Ragati Road, Upper Hill
P. O. Box 73718 - 00200
Nairobi - Kenya

Phone: +254 (020) 2722865/6/8,
+254 (020) 27223166/76/81/85
Fax: +254 (020) 2723161
Email: info@krb.go.ke Website: www.krb.go.ke