



REPUBLIC OF KENYA



Seamless Connectivity

MINISTRY OF ROADS AND TRANSPORT
STATE DEPARTMENT FOR TRANSPORT

CITIZENS' SERVICE DELIVERY CHARTER

| S/ NO. | SERVICES/GOODS | REQUIREMENT TO OBTAIN SERVICE/GOOD | COST OF SERVICE/GOOD | TIMELINE |
|--------|--|--|----------------------|--|
| 1 | Answering telephone calls | Phone call | Free | Within 3 rings |
| 2 | Attending to clients | Physical /virtual visit | Free | 5 minutes, first come first served basis; *persons living with disability / persons with special needs are to be served immediately |
| 3 | Responding to Correspondences | Written enquiries | Free | Within 7 working days of receipt |
| 4 | Publicizing tenders | Tender documents | Free | Within 21 days from the closing date |
| 5 | Payments for goods and services | Statutory requirements/any other relevant documents | Free | Processing of payment is within 5 working days after receipt of proper documentation, contracted works to be paid as per the terms of contract; Actual Payment is subject to the availability of Exchequer, after the request has been made to the National Treasury |
| 6 | Dissemination of information for the State Department | Access to the State Department's website, publications, social platforms and any other channels of communication | Free | As and when the information is available |
| 7 | Public Complaints | Complaints lodged | Free | 14 working days after complaint has been received depending on the nature of complaint lodged |
| 8 | Attend to Parliamentary queries pertaining to the Transport sub-sector | Parliamentary committees' queries | Free | Within the given timelines |
| 9 | Development and review of Transport sub-sector Management Policies and Legislation | None | Free | As per the provisions of specific policies |
| 10 | Co-ordinate, review and oversee enforcement of policies in the Transport sub-sector | None | Free | Quarterly |
| 11 | Designation of airlines by Kenya to other States and from other States to Kenya | Request from the Kenyan Airlines and from Party States on behalf of their Airline | Free | As per Bilateral Air Services Agreement (BASA) |
| 12 | Approval of flight schedules | Request from the Airline | Free | As per Bilateral Air Services Agreement (BASA) |
| 13 | Responses to notifications of serious incidents / accidents related to air transport | Accident / serious Incidents notification | Free | Immediately |
| 14 | Completion of investigations of serious incidents /accidents | None | Free | 1 year |
| 15 | Monitoring and reporting the progress of the Port Community Charter | Request for progress report on the Implementation of the Port Community Charter from the Secretariat in Mombasa. | Free | Quarterly |

The State Department for Transport is committed to render quality transportation services to our customers, in this regard this service charter provides you with a mechanism for lodging complaints when our services do not meet the stated standards

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, courtesy and excellence in Service Delivery should be reported to:

How to contact us:
For compliments and complaints contact:
Principal Secretary
State Department for Transport
P.O Box 52692 – 00200 Nairobi, Kenya
Tel No.+254-0202-2729200
Email address: ps@transport.go.ke
For complaints contact: complaints@transport.go.ke or ps@transport.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: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO