



CITIZEN SERVICE DELIVERY CHARTER

No.	SERVICE RENDERED TO CUSTOMERS	CUSTOMER OBLIGATION	POINT OF SERVICE	COST	TIME/ DURATION
01.	Telephone calls	None	All offices	Free	Within three (3) rings
02.	Attending to clients	None	All Offices	Free	Within three (3) minutes, on a first come first served basis People with Disabilities will be served immediately
03.	Responding to General Correspondences	Provide accurate information	All offices	Free	Within Seven (7) working days of receipt
04.	Making complaints/inquiries/ Requests for Access to Information	Use preferred/ appropriate channels Physical visit Telephone Email Letter	Headquarters Divisions Regional Offices	Free	Immediately Within Seven (7) working days from date of receipt
05.	Conveying the outcome of tenders	Tender documents	HQS	Free	Within (Twenty-One) 21 working days from the close of tender date
06.	Payment for goods, supplies and services rendered to the State Department	Goods/Services/ Works, Itax, Invoice, Delivery Note, Inspection Acceptance Certificate, S13	Headquarters Divisions Regional Offices	Free	Within (Fourteen) 14 working days after receipt of proper documentation Contracted works will be paid as per the terms of contract
07.	Resolution of pending Bills	Certificate of Completion of project	Headquarters	Free	Depending on budget allocation
08.	Carry out inspection of vehicles, plant equipment or an item and issue a report	Requisition letter Proof of Payment	Mechanical and Transport Division	As specified in Legal Notice No. 53 of 2011	Within Seven (7) days from the date of the test
10.	Research/develop new specifications for vehicles, plant and equipment on request by clients	Requisition letter Proof of Payment	Regional and County Mechanical and Transport offices		Within (Fourteen) 14 working days
11.	Process the transfer of ownership of boarded vehicles, plant and equipment	Requisition letter Award Letter Proof of Payment for the boarded vehicles, plant and equipment	Mechanical and Transport Division	Free	Within (Fourteen) 14 working days
12.	Inspect plant vehicles and equipment to conform to KeBs 1515- 2000 specifications	Requisition letter Proof of Payment	Mechanical & Transport Division, Regional office Mombasa	As specified during delivery	1 (One Day)
13.	Operational lease of Vehicle, Plant and Equipment	Duly filled application form Proof of Payment	Mechanical and Transport Division, Regional and County Mechanical and Transport offices	As specified in Legal Notice No. 53 of 2011	Within Seven (7) working days
14.	Conducting Suitability and Occupational tests for drivers and Plant Operators	Requisition letter Driving License Proof of Payment			1 (One) Day
15.	Manufacture of Safes	Client Request Letter Proof of payment	Mechanical and Transport Division	170,000	1 (One) Month
16.	Practical attachment to students dealing with vehicle, plant and equipment related courses	Letter of introduction from the Institution	Mechanical and Transport Division HQs Regional Mechanical and Transport offices	As specified in Legal Notice No. 53 of 2011	3 (three) Months
17.	Pavement design and Design review	Request letter from client. Samples Proof of payment	Material Testing and Research Division	As specified during delivery	As specified
18.	Geotechnical and hydro-geological investigations/ Surveys	Request letter from client. Proof of payment		As specified during delivery	As specified
19.	Research on road construction materials and methods	Samples. Manufacturer/Supplier specifications		As per requested scope	As specified
20.	Chemical and Physical Testing of engineering and non-engineering materials.	Request letter from client. Samples Proof of payment	Material Testing and Research Division	As specified during delivery	As specified
21.	Condition Survey Tests on Airports & Road Pavements, Bridges and Buildings	Request letter from client. Proof of payment		As per requested scope	As specified
22.	Development and Review of Construction Specifications and Manuals	Request letter from client.		Free	As specified
23.	Quality Control on Roads and Bridges Construction	Request letter from Road Agencies. Construction Specifications	Material Testing and Research Division	As per requested scope	As specified
24.	Testing and advise on usage of materials for Roads, Bridges, Buildings and other Civil works construction	Samples Proof of payment		16 Regional Offices	As specified during delivery
25.	Quality assurance in the construction of roads	Written Request	Quality Assurance Division	Free	Continuous
26.	Ensuring environmental regulation adherence in projects	Duly filled application forms	Roads Division	As may be estimated during survey	Continuous
27.	Application for Long Course	Duly filled application form. KNEC Certificates	Kenya Institute of Highways and Building Technology (KIHBT)	1,000/=	Forty-Five (45) days before commencement of the course
28.	Application for Short Courses	Duly filled application form.		1,000/=	Two (2) weeks before commencement of the course
29.	Higher Diploma in: (Civil, Mechanical, Electrical)	Duly filled application form. KNEC certificate	Kenya Institute of Highways and Building Technology (KIHBT)	35,500/= per semester	Two (2) years
30.	Diploma in: (Civil, Mechanical, Electrical, Building, ICT, Land surveying, Quantity Surveying, and Highways Engineering)	Duly filled application form KCSE certificate	Kenya Institute of Highways and Building Technology (KIHBT)	56,420/= per year	Three (3) years
31.	Defensive and Refresher Driving Course	Duly filled Application Form.	Kenya Institute of Highways and Building Technology (KIHBT)	10,000	1 (One) week
32.	Elementary Driving Course			11,000/=	4 (Four) Weeks
33.	First Aid Course			6,000/=	1 (One) Week
34.	Fire Safety and Disaster Management course			30,000/=	4 (Four) Weeks
35.	Plant Operator Course			65,000/=	2 (Two) Months
36.	Electrical Installations			27,000/=	2 (Two) Months
37.	Motor Vehicle Mechanic	10,000/=	3 (Three) Weeks		
38.	Computer Application Packages	Duly filled application form.	Kenya Institute of Highways and Building Technology (KIHBT)	10,000/=	3(three) weeks
39.	ICT Auto CAD & Arch Card			10,000/=	2 (Two) Weeks
40.	Fleet Management courses			30,000/=	1 (One) Weeks
41.	AutoCAD and ArchCard			12,000/=	2(Two) Weeks
42.	Replacement of transcripts and student ID cards			300/=	One (1) Day

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.

Feedback Mechanism

We encourage our clients to give feedback on services rendered to them 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 complaint as an improvement in our Service Delivery.

The State Department of Roads upholds zero tolerance to corruption; it is an offense to compromise and corrupt any of the State Department staff.

Incase clients are not satisfied with our services they can:-

- 1) Lodge a complaint with the officer who rendered the service;
- 2) Request to be referred to the relevant Head of Department;
- 3) Write to the Secretary for Roads or the Secretary for Administration concerning the same;
- 4) Write to the State Department of Roads Public Complaints Response Team (complaints@roads.go.ke);
- 5) Formally write to the Principal Secretary, State Department of Roads;
- 6) Write to the Commission on Administrative Justice (Ombudsman's office).

Our contacts

The Principal Secretary,
State Department of Roads,
Ministry of Roads and Transport,
Works Building- Community Area
Ngong Road,
P.O Box 30260-00100, **NAIROBI**
Tel: +254 (020) 2723232,
Facebook :State Department of Roads,
Twitter: Roads_KE,
Website: www.transport.go.ke.

You can also lodge your complaint through:

The Commission on Administrative Justice
(Ombudsman's office)
2nd Floor, West End Towers Opposite Aga Khan High School,
Off Waiyaki Way – Westlands
P.O. Box 20414 – 00200
NAIROBI.
Tel: +254-20-2270000/ 2303000/2603765/
2441211/8030666
Email: info@ombudsman.go.ke
www.ombudsman.go.ke