

KENYA RAILWAYS

CUSTOMER SERVICE DELIVERY CHARTER



Introduction

This Charter is an open and public commitment from us to you. It sets out our commitment to provide our customers with quality and efficient services. We will use this charter to outline what you expect to receive from us and how you expect our staff to behave when serving you.

It also explains the steps you can take if our service standards are not met. Also, This charter empowers you to provide us with feedback, including how you may help us achieve the standards we have set. Your comments on our service – whether they are complaints, compliments or suggestions – help us improve our service delivery and the way we go about our business.

We shall regularly review our service charter for ongoing relevance and effectiveness.

Who we are

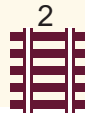
Kenya Railways (KR) is a State Corporation in Ministry of Transport, Infrastructure, Housing and Urban Development. The corporation was established in 1978 under the Kenya Railways Corporation Act (Cap 397) of the laws of Kenya to take over the railways section in Kenya after the collapse of East Africa Community in 1977 which managed the East African Railways and Harbors Corporation. The functions of KR is to develop rail infrastructures, provide skills and technology for the railway sector; leverage assets for the railways, facilitation and participation in national and metropolitan railways network development, leverage assets of railways, capacity development and provision of rail operational services.

Our Vision

To be a provider of world class rail services

Our Mission

To develop an integrated rail network and provide efficient and safe rail services





Our Focus

As a State Corporation, we will contribute to the development of the country by fostering an efficient, sustainable, competitive, safe and secure rail transport system.

Our mandates include;

- Provide skills and technology for the railway sector
- Provide efficient and effective railway services
- Leverage our assets to faster business growth
- Promotion, facilitation and participation in national and metropolitan railway network development

Our clients and our stakeholders

Our customers and our stakeholders include anyone or any organization we provide service to or who has an interest in what we do. They include;

- Government Departments and Agencies.
- The Concessionaire Rift Valley Railways.
- Research bodies and education providers.
- Other agencies within the transport sector.
- Industry bodies and user groups.
- Environmental agencies
- International community
- Businesses organizations
- Interest groups
- The public
- Tenants
- Media

Our values

Our staff will conduct their duties in accordance with Kenya Public Service Code of Conduct and specifically focus on the following core values;

Accountability	We are committed to being accountable and responsible to our customers and stakeholders.
Reliability	We strive to be reliable, dependable and consistent in delivering world class rail services. We will deliver services within the specified time and standard to the satisfaction of our customers.
Safety	We promise to pay special attention to detail in the safety and security requirements of our customers, workers and the community. We guarantee that fidelity to safety and security will underpin all our activities and operations.
Collaboration	We will work jointly with stakeholders to ensure efficient service delivery and provide effective solutions to customers. We are committed to team work in pursuit of our common vision for the railways industry.
Integrity	We are guided by probity and highest business ethics in carrying out business.

Our service standards and commitments

The service standards outlined below provide the benchmark against which our performance can be measured and apply to all areas of the organization. We commit ourselves to the following:

We will observe;

- **Business hours** Monday to Friday: 0800hrs to 1300hrs and 1400hrs to 1700hrs.
Closed on weekends and public holidays – Hotline 0711777577

When contacting us by telephone you can expect that we will,

- Answer telephone calls within 30 seconds.
- Be polite and courteous.
- Ensure telephone enquiries get a telephone response within two working days.
- If the telephone inquiry requires information which is not readily available, we will book an appointment to reach you, when we have the information required.

If you visit our offices, we will

- Ensure privacy and confidentiality on all matters unless we are compelled by a Government agency or a Court of Law to do otherwise.
- Deal with your enquiry as quickly as possible and with courtesy.
- Ensure your safety at all times.
- We will serve you efficiently, diligently and with professionalism

When contacting us through written or electronic correspondence, you can expect that we will,

- Acknowledge electronic correspondence via e-mail within 1 working day.
- Acknowledge in writing, letter correspondence within 7 working days.
- Our response will indicate the steps being taken to address your subject and how long it may take to get a full reply.



When handling any payments, we will,

- Process payments within 30 days of presentation of invoices. This applies to goods and services provided after November 1, 2006.

When dealing with unresolved matters involving former employees, pensioners and creditors, you can expect us to,

- Examine and resolve all matters involving former employees, pensioners and creditors expeditiously depending on availability of funds and supporting information

We will uphold our integrity at all times

- Staff will act ethically in line with the Public Officer Ethics Act 2003.
- Accept responsibility for our actions and learn from our mistakes.

We will be accountable to the public.

- We will ensure that all our activities and resources yield maximum benefit to the public.
- Our policies and practices are open to public scrutiny.

For general information, you can expect that we will,

- Provide clear, helpful, accurate and up to date service information.

Staff Availability

- We will attend to you at the reception area within ten (10) minutes
- We will attend to you at the relevant department within fifteen (15) minutes if prior arrangements are made to see us: and within one (1) hour if prior arrangements had not been made

We will adhere to all Government, statutory regulations and international standards that are applicable to us.

How you can help us help you

We ask you to help us provide a high standard of service. You can do this by:

- By giving us feedback and suggestions on how to improve our services.
- Providing us with timely, necessary and accurate information.
- Let us know if you have any special needs
- Helping us establish a reasonable time for our response to you.
- Treating our staff with courtesy and respect.
- Uphold transparency and accountability in your transactions with Kenya Railways.
- Report incidences of corruption

Your feedback is important to us

We value and appreciate your feedback on the quality, timeliness and responsiveness of our services.

If you have a complaint, compliment or suggestion, please let us know by communicating either by telephone, fax, letter or e-mail to the addresses provided in this Charter.

We will deal with complaints promptly in accordance with the standards set out in our customer complaint procedure below;

In case of a complaint, you should:

- First contact the person you have been dealing with to resolve the problem.
- If you are not satisfied, complete the customer complaint form available on our website and all our offices countrywide.
- If the complaint has not been resolved contact the Managing Director by emailing: md@krc.co.ke

For further queries/assistance regarding your case you can contact the **Commission on**

Administrative Justice (CAJ) at 2nd Floor, West End Towers, Opposite Aga Khan High Sch. off Waiyaki Way – Westlands

Contacts: P.O. Box 20414 – 00200, NAIROBI. Tel: +254-20-2270000/2303000/2603765/2441211/8030666 Email: info@ombudsman.go.ke





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