## CITIZEN’S SERVICE DELIVERY CHARTER

<table>
<thead>
<tr>
<th>NO.</th>
<th>SERVICE RENDERED</th>
<th>CUSTOMER OBLIGATIONS</th>
<th>USER CHARGES</th>
<th>TIMELINES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Telephone Communication</td>
<td>Courtesy and Clarity</td>
<td>None</td>
<td>• Answer telephone calls at the third ring or within 15 seconds.</td>
</tr>
<tr>
<td>2.</td>
<td>Attending to customers at our premises</td>
<td>Courtesy and Clarity</td>
<td>None</td>
<td>• Within 10 minutes</td>
</tr>
<tr>
<td>3.</td>
<td>Selling of Tender documents after advertising</td>
<td>Submission of receipt and collection of the document at Supply Chain Department</td>
<td>Maximum Ksh.1000, (for electronic NIL)</td>
<td>Within 1 Hour upon presentation of a receipt</td>
</tr>
</tbody>
</table>
| 4.  | Closing and Opening of Tenders and submitting the tender opening report | • To label bids for ease of identification  
• Submit bids before closing time.  
• Bidders who wish to grace Tender Opening ceremony should attend in time.  
• Tender documents should be clearly filled. | None | Immediately after closing time and date but not later than 2 hours from close of the same.  
Provision of opening register within 3 working days upon request |
| 5.  | Correspondence                        | Provide clear and concise information by email or letter | None | We will acknowledge:  
• Electronic correspondence via e-mail within one (1) working day  
• Written correspondence via letter within two (2) working days |
| 6.  | Payments                               | Timely availing of relevant documents including but not limited to:  
• Invoices  
• Delivery notes  
• Bank details  
• Local purchasing / service order | None | Consultancies  
Supply of goods and services.  
30 days  
Ongoing |
| 7.  | Property / Tenant application processing | Duly completed application forms | Depending on availability | Ongoing |
| 8.  | Recruitment                            | • Letter of application  
• Requirements in response to advertisement | None | Acknowledge receipt within one (1) month |
| 9.  | Industrial Attachment                 | • Relevant letter from training institution  
• Letter of application  
• Transcripts from previous semesters  
• Student's insurance cover | None | Acknowledge receipt within one (1) month |
| 10. | Access to information                 | • Honesty and Integrity  
• Pay prescribed charges (if any).  
• Use of appropriate channels including:  
1. Pay a visit to our offices.  
2. Call our office lines.  
3. Write a letter or email to the Managing Director.  
4. Use feedback boxes at our offices countrywide. | As prescribed in the Access Information Act 2016 | Personal Visit  
30 minutes  
Phone Calls  
Within 3 rings  
Letters  
48 hours (On occasion this will extend to a maximum of 21 days)  
Email  
48 hours  
Exigent information requests.  
48 hours (On occasion this will extend to a maximum of 21 days) |
| 11. | Purchase of tickets (Madaraka Express Passenger Service Customers) | Relevant details as below:  
• Full names  
• National identification card number / passport number | Requisite fare | Immediately |
| 12. | Customer complaints                    | Use of appropriate channels including:  
• Paying a visit to our offices  
• Calling our office lines  
• Writing a letter or email to the Managing Director.  
• Using feedback boxes at our offices countrywide. | None | • We will acknowledge immediately upon receipt  
• Respond to complainants within seven (7) working days upon resolution of cases. |

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**OUR PHYSICAL LOCATION:**
Workshops Road off Haile Selassie Avenue  

**CONTACTS:**
Tel: 0728 603581, 0728 603582, 0708 571587, 0708 572574, 0709 907000  
24hrs Emergency No. 0711 777577

**Website:** www.krc.co.ke  
Twitter: @KenyaRailways_  
Email: info@krc.co.ke, contact@krc.co.ke

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