



## CITIZEN'S SERVICE DELIVERY CHARTER

NO.	SERVICE RENDERED	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINES	
1.	Telephone Communication	Courtesy and Clarity	None	• Answer telephone calls at the third ring or within 15 seconds.	
2.	Attending to customers at our premises	Courtesy and Clarity	None	• Within 10 minutes	
3.	Selling of Tender documents after advertising	Submission of receipt and collection of the document at Supply Chain Department	Maximum Kshs.1000, (for electronic NIL)	Within 1 Hour upon presentation of a receipt	
4.	Closing and Opening of Tenders and submitting the tender opening report	<ul style="list-style-type: none"> <li>To label bids for ease of identification</li> <li>Submit bids before closing time.</li> <li>Bidders who wish to grace Tender Opening ceremony should attend in time.</li> <li>Tender documents should be clearly filled.</li> </ul>	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: <ul style="list-style-type: none"> <li>Electronic correspondence via e-mail within one (1) working day</li> <li>Written correspondence via letter within two (2) working days</li> </ul>	
6.	Payments	Timely availing of relevant documents including but not limited to: <ul style="list-style-type: none"> <li>Invoices</li> <li>Delivery notes</li> <li>Bank details</li> <li>Local purchasing / service order</li> </ul>	None	Supply of goods and services.	30 days
				Consultancies	As per the contract.
7.	Property /Tenant application processing	Duly completed application forms	Depending on availability	Ongoing	
8.	Recruitment	<ul style="list-style-type: none"> <li>Letter of application</li> <li>Requirements in response to advertisement</li> </ul>	None	Acknowledge receipt within one (1) month	
9.	Industrial Attachment	<ul style="list-style-type: none"> <li>Relevant letter from training institution</li> <li>Letter of application</li> <li>Curriculum Vitae</li> <li>Transcripts from previous semesters</li> <li>Student's insurance cover</li> </ul>	None	Acknowledge receipt within one (1) month	
10.	Access to information	<ul style="list-style-type: none"> <li>Honesty and Integrity.</li> <li>Pay prescribed charges (if any).</li> <li>Use of appropriate channels including: <ol style="list-style-type: none"> <li>Pay a visit to our offices.</li> <li>Call our office lines.</li> <li>Write a letter or email to the Managing Director.</li> <li>Use feedback boxes at our offices countrywide.</li> </ol> </li> </ul>	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: <ul style="list-style-type: none"> <li>Full names</li> <li>National identification card number / passport number</li> </ul>	Requisite fare	Immediately	
	Train journey	<ul style="list-style-type: none"> <li>Valid tickets</li> <li>Punctuality to the departing station</li> </ul>	None	As per ticket	
12.	Customer complaints	Use of appropriate channels including: <ul style="list-style-type: none"> <li>Paying a visit to our offices</li> <li>Calling our office lines</li> <li>Writing a letter or email to the Managing Director.</li> <li>Using feedback boxes at our offices countrywide.</li> </ul>	None	<ul style="list-style-type: none"> <li>We will acknowledge immediately upon receipt</li> <li>Respond to complainants within seven (7) working days upon resolution of cases.</li> </ul>	

### OUR PHYSICAL LOCATION:

Workshops Road off Haile Selassie Avenue  
Opp. Technical University of Kenya - formerly Kenya Polytechnic.

### CONTACTS:

P.O. Box 30121 - 00100 Nairobi-Kenya.

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Twitter: @KenyaRailways\_

Website: [www.krc.co.ke](http://www.krc.co.ke)  
Facebook: Kenya Railways

### COMMISSION ON ADMINISTRATIVE JUSTICE (CAJ)

2<sup>nd</sup> floor, West End Towers  
Opp. Aga Khan High School off Waiyaki Way - Westlands.

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