



CITIZENS 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 15 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	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 seven (7) working days	
6.	Payments	Timely availing of relevant documents including but not limited to: Invoices Delivery notes Bank details Local purchasing / service order	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	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 Curriculum Vitae Transcripts from previous semesters Students 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
11.	Purchase of tickets (Madaraka Express Passenger Service Customers)	Relevant details as below: Full names National identification card number / passport number	Requisite fare	Immediately	
	Train journey	Valid tickets Punctuality to the departing station	None	As per ticket	
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 within seven (7) working days upon receipt Respond to complainants within seven (7) working days upon resolution of cases.	

OUR PHYSICAL LOCATION:

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

CONTACTS:

P.O. Box 30121 - 0100 Nairobi-Kenya.

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Email: info@krc.co.ke, contact@krc.co.ke
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COMMISSION ON ADMINISTRATIVE JUSTICE (CAJ)

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