



KENYA RAILWAYS

Citizen's Service Delivery Charter



S/No.	Name of Service/ Good	Customer Requirements to Obtain Service	Service / Good Cost	Service/Good Turn Around Time
1.	Passenger Service	<ul style="list-style-type: none"> Valid ticket Punctuality to the departing station. Adherence to the Conditions of Carriage. 	Requisite Fare for the intended journey as indicated on our Fare schedules on the website and booking platforms.	<ul style="list-style-type: none"> As per provided train schedule.
2.	Freight (cargo) Transportation Services	<ol style="list-style-type: none"> Fill in the KR customer creation form Payment of freight charges Provision of private security seals, plastic lining, lashing materials and labor etc. where necessary. 	As per the Kenya Railways Tariff Book.	<ul style="list-style-type: none"> Transportation will commence upon payment of requisite fees.
3.	Training	<ul style="list-style-type: none"> Application Admission requirements: (Certified copies of academic certificates, i.e. result slip and/or certificate, leaving certificate, national ID and birth Certificate). A non-refundable application fee of Kes 1,000/= deposited into the RTI account. Valid and correct contact details. Meet on customer obligations & training requirements 	As per the fee structure	<ul style="list-style-type: none"> Response within 48 hours after receipt of application. Training to commence as per the training plan.
4.	Access to Information	<ol style="list-style-type: none"> Honesty and Integrity. Use of appropriate channels including: <ul style="list-style-type: none"> Pay a visit to our offices. Call our office lines. Write a letter or email to the Managing Director. Use feedback boxes at our offices countrywide. Social media pages 	As prescribed in the Access Information Act 2016.	<ul style="list-style-type: none"> Personal visit - Within ten (10) minutes Phone calls - Immediately Letters - Seven (7) working days Email - Within 24 working hours
5.	Customer Complaints	<p>Use of appropriate channels including:</p> <ol style="list-style-type: none"> Honesty and Integrity. Use of appropriate channels including: <ul style="list-style-type: none"> Pay a visit to our offices. Call our office lines. Write a letter or email to the Managing Director. Use feedback boxes at our offices countrywide. Social media pages 	None	<ul style="list-style-type: none"> We will acknowledge immediately upon receipt Respond to complainants within seven (7) working days upon resolution of cases.
6.	Payments	<p>Timely availing of relevant documents including but not limited to:</p> <ul style="list-style-type: none"> Invoices Delivery notes Bank details Local Purchasing/Service Order 	None	<ul style="list-style-type: none"> Supply of goods and services - 30 days. Consultancies - As per the Contract.
7.	Property/Tenant Applications processing	<ol style="list-style-type: none"> Duly Completed application forms. Payment of the dues as per the contract. 	Guided by Evaluation process	<ul style="list-style-type: none"> For residential and commercial applications, processing within two (2) weeks For land applications, processing within three (3) months
8.	Advertising / Mast /Dark Fibre / Wayleave	<ol style="list-style-type: none"> Duly Completed application forms. Provide statutory documents. Submission of drawings, designs and workplans where applicable. Site selection for advertising. Submission of deposit slip. Payment of a non-refundable fee of Ksh. 5,000 application fees. Payment of requisite fees (Offer/invoice amount) 	Payment as per the rate card	<ul style="list-style-type: none"> Payment within 14 days from the issuance of the offer letter or invoice, where applicable.
9.	Parking Services	<ul style="list-style-type: none"> Payment of requisite fees 	Payment as per the rate card	<ul style="list-style-type: none"> Immediate

Kenya Railways adheres to the provisions of the Constitution on National Cohesion and Principles of Governance as well as administrative justice. We are committed to courtesy and excellence in service delivery. Any service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to both the following:

Our Physical Location:
Workshops Road Off Haile Selassie Avenue
Opposite Technical University of Kenya

When writing to us address:
The Managing Director,
Kenya Railways,
P.O. Box 30121- 00100 Nairobi.
Tel: 0709907000, 0728603581/2
Email: info@krc.co.ke or contact@krc.co.ke

**HUDUMA BORA
NI HAKI YAKO**

In case you are not satisfied with our services please contact:
The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi.
Tel : +254 (0)20 2270000/2303000
Email : complain@ombudsman.go.ke