



REPUBLIC OF KENYA

MINISTRY OF TRANSPORT

SERVICE CHARTER

JANUARY 2011

1.0 INTRODUCTION

This is the service charter of the Ministry of Transport. It sets out our responsibilities, the standards of service delivery and expectations from our stakeholders.

Vision

“World Class transportation systems for improved quality of life”

Mission

“To facilitate safe, efficient, accessible and sustainable transportation services

1.1 MANDATE

The mandate of the Ministry of Transport is to formulate transport policies to guide in the development of the sector, develop regulatory framework for the transport sector to ensure harmony and compliance with international standards and supervision of transport service delivery.

The Ministry is also responsible for overall guidance and policy coordination of the following State Corporations and Semi-Autonomous Government Agencies that are charged with specific mandates:-

- **Kenya Civil Aviation Authority (KCAA)** is responsible for regulation and provision of air navigation services in the aviation industry in order to ensure safe, efficient and effective civil aviation system in Kenya and management of the East African School of Aviation.
- **Kenya Airports Authority (KAA)** manages commercially viable aerodromes in the country to facilitate air transport services. KAA maintains, rehabilitate and constructs airstrips on an agency basis.
- **Kenya Ports Authority (KPA)** manages the ports along the coastline that provides the expansive hinterland of mainland Kenya, Rwanda, Burundi, Sudan and Uganda with transport link to the outside world. KPA also manages Bandari College.
- **Kenya Ferry Services (KFS)** provides free ferry services to pedestrian public across the Likoni and Mtongwe channels on the Indian Ocean. KFS remains an important Agency for providing the only link between the mainland and the island.
- **Kenya National Shipping Line (KNSL)** was established with the objective of owning ships carrying Kenyan flag for transportation of bulky cargo.

- **Kenya Railways Corporation (KRC)** – after the concession on 1st November 2006, KRC was re-organized to monitor and regulate the performance of the concessionaire and also manage non-concessioned assets. Operation of the rolling stock was concessioned to the Rift Valley Railways (RVR) for a period of 25 years. KRC also manages Railway Training school.
- **Kenya Maritime Authority (KMA)** is responsible for regulation and co-ordination of activities in the Maritime industry.
- **National Road Safety Council (NRSC)** is responsible for coordination and advice on issues related to road safety in the country.
- **Transport Licensing Board (TLB)** regulates the public service and commercial vehicles industry.
- **Transport Licensing Appeal Board (TLAT)** To adjudicate appeal cases for those aggrieved by TLB decisions
- **Road transport department (Registrar of motor vehicle)** responsible for registration and licensing of motor vehicles

2.0 CORE VALUES

The Ministry is committed to the following core values in pursuit of its vision and mission:

- (i) **Respect and courtesy:** At all times treat people with utmost respect and courtesy
- (ii) **Communication to internal and external customers:** Prompt responses for all clients' enquiries.
- (iii) **Integrity:** Deliver services in an honest manner at all times
- (iv) **Professionalism:** Carry out duties in a professional manner and seek to maintain professional standards and ethics
- (v) **Transparency and Accountability:** Conduct business in an open and transparent manner
- (vi) **Accessibility:** At all times be accessible to all customers and respond promptly to their needs
- (vii) **Devotion to duty:** Devote official time to official duties and undertake to deal with people and issues without delay

- (viii) **Team spirit:** Endeavour to work as a team in provision of services.
- (ix) **Equity:** Treat all staff and people/client who seek our services with fairness irrespective of their gender, creed, age or political affiliation.
- (x) **Dedication:** Carry out duties with genuine passion and give priority to those we serve in order to maintain public confidence

3.0 OUR CUSTOMERS

- Staff
- The public
- Other ministries
- State Corporations and Statutory Boards
- Development partners
- Private sector
- Non-Governmental Organizations
- Suppliers

4.0 COMMITMENTS OF THE MINISTRY TEAM TO SERVICE DELIVERY

The Ministry Team is devoted to prudent utilization of resources at its disposal towards the realization of the set objectives as a way of enhancing service delivery to the satisfaction of all customers. Through this charter, we express our commitment in achieving the following:

5.0 SERVICES RENDERED TO THE PUBLIC BY THE MINISTRY

S/N	Service Rendered	User Charges in Kshs.		Timelines
1. Road Transport Services				
	One (1) year TLB licenses:	Application fee	License fee	On the spot
	5-7 seater	1,250	1,500	
	8-18 seater	1,250	2,000	
	19-25 seater	1,250	2,500	
	26 seater & above	1,250	3,000	
	Transport Licensing Appeals Board application	2000		Two weeks (2)

2.	Registrar of Motor vehicles:		
	Application for driving License	700	Ten (10) Days
	Annual driving license Renewal	600	Immediately
	Three Years driving license Renewal	1,400	Immediately
	Number plates	2000	Three (3) days
	Motor Vehicle Registration fee:		
	Below 1000cc	1,700	Seven (7) days
	1001-1200cc	2,100	
	1201-1500cc	2,300	
	1501-1700cc	2,800	
	1701-2000cc	3,300	
	2001-2500cc	5,100	
	2501-3000cc	7,000	
	3001 & above	8,300	
	Motor Vehicle Transfer fee	625	Three (3) Days
	Search - copy of motor vehicle records	500	Immediately
3. Motor Vehicle Inspection Services			
	Periodic/annual motor vehicle inspection stickers/certificates	1,000	One (1) day
	Initial inspection certificate for newly operated vehicles	1,000	One (1) day
	Change of particulars of a vehicle	1,000	One (1) day
	Annual motor vehicle inspection	1,000	One (1) hour
	Inspection of vehicles involved in road crash	Nil	One (1) day upon inspection
	Random roadside inspection	Nil	Immediately
4. Financial Services			
	Mobilizing Financial resources through budgetary process		
	• Preparing ministry's Public Expenditure Review	Nil	30 days
	• Preparing Transport Sub-Sector Report	Nil	30 days
	• Preparing Physical Infrastructure Budget	Nil	60 days
	• Preparing Annual Itemized Budget	Nil	30 days
	• Preparing Revised Budget	Nil	30 days
5. Procurement Services			
	Sale of tender documents	Not more than 5,000	One (1) day

	Prequalification charges	2000	One (1) day
	Communicating outcome of tenders	Nil	Within twenty eight (28) days upon adjudication and award
	Processing LPOs	Nil	1 day
	Processing LSOs	Nil	1 day
6. Accounts services			
	Payment of goods and services upon delivery	Nil	Ten (10) days
7. Air Transport Services			
	Designation of airlines by Kenya to other states & from other states to Kenya	Nil	Four (4) days
	Approval of seasonal (winter & summers) scheduled flights	Nil	Three (3) days
	Response to requests to review or conclude Bilateral Air Services Agreements (BASAs)	Nil	Three (3) days
8. Railways Services			
	Response to appeals/complaints by former KRC staff	Nil	Thirty (30) days
	Response to formal enquiries on railway matters by the public	Nil	One (1) week
9. ICT Services			
	Verification of ICT goods & services	Nil	One (1) day
	Providing specifications for ICT equipment	Nil	One (1) day
	User support services	Nil	Immediately
10. Administrative Services			
	Answering telephone calls	Nil	Before end of three (3) rings during working hours
	Respond to correspondences	Nil	Within five (5) working days
	Publicizing new transport policies and regulations	Nil	Immediately upon approval
	Attending to clients/customers	Nil	Within five (5) minutes of arrival
	Addressing complaints	Nil	Within seven (7) working days
	Inspection and acceptance/rejection of delivered goods by the Inspection and Acceptance of Goods Committee	Nil	One (1) day

11. Air Accidents Investigations Services			
	Publication of air accident investigation preliminary report	Nil	Fourteen (14) days Website: www.airaccident.go.ke
	Issuance of an interim report on every anniversary	Nil	Yearly
12. Shipping and Maritime Affairs Services			
	Preparation of Maritime Legislation and Policies	Nil	Continuous
	Ensure Maritime Safety and Security	Nil	Continuous
13. Commitment of the Ministry to State Corporations			
	Communication of Government policies and guidelines on relevant sector issues	Nil	Immediately and as they evolve
	Response to correspondences, letters, approvals/rejections	Nil	Within seven (7) days
14. Internal Audit Services			
	Review of internal controls and governance	Nil	Continuous
	Review of risk management audits	Nil	Continuous
	Review whether the Ministry is getting value for money	Nil	Continuous

6.0 PRIVACY AND CONFIDENTIALITY

All information received from any client in the course of service delivery shall not be disclosed to any other party not entitled to such information.

7.0 CUSTOMERS' OBLIGATION

We expect our customers/clients to:

- Treat us justly and with respect.
- Provide unbiased feedback for service delivery improvement.
- Make it their responsibility to fight corruption by not compromising our staff.
- Provide all required information and documentation in order to be served efficiently.
- Adhere to set rules and regulations in the Transport Sector and the Government as a whole as well as the laws of the land.
- Deliver goods and services that conform to specifications and meet the delivery dates.
- Be conversant with the Public Procurement and Disposal Act 2005 and general procurement guidelines for suppliers.
- Comply with standards, rules and regulations
- Supply quality and timely delivery of goods and services
- Adhere to Environmental Management & Coordination Act of 1999

8.0 HOW TO CONTACT US

You can contact us by:

- Appearing in person
- Telephone
- Letter
- Fax
- e-mail

7.0 OUR ADDRESS

Physical address:

Ministry of Transport
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