



REPUBLIC OF KENYA



Seamless Connectivity

**MINISTRY OF ROADS AND TRANSPORT  
STATE DEPARTMENT FOR ROADS**

**CITIZEN SERVICE DELIVERY CHARTER**

No.	SERVICE RENDERED TO CUSTOMERS	CUSTOMER OBLIGATION	POINT OF SERVICE	COST	TIME/ DURATION
1.	Telephone calls	None	All offices	Free	Within three (3) rings
2.	Attending to clients	None	All Offices	Free	Within three (3) minutes, on a first come first served basis People with Disabilities will be served immediately
3.	Responding to General Correspondences	Provide accurate information	All offices	Free	Within Seven (7) working days of receipt
4.	Making complaints/inquiries/ Requests for Access to Information	Use preferred/ appropriate channels	Headquarters Divisions Regional Offices	Free	Immediately
		Physical visit			
		Telephone			
		Email			
		Letter			
4.					Within Seven (7) working days from date of receipt
5.	Conveying the outcome of tenders	Tender documents	HQS	Free	Within (Twenty-One) 21 working days from the close of tender date
6.	Payment for goods, supplies and services rendered to the State Department	Goods/Services/Works, Itax, Invoice, Delivery Note, Inspection Acceptance Certificate, S13	Headquarters Divisions Regional Offices	Free	Within (Fourteen) 14 working days after receipt of proper documentation Contracted works will be paid as per the terms of contract
7.	Resolution of pending Bills	Certificate of Completion of project	Headquarters	Free	Depending on budget allocation
8.	Carry out inspection of vehicles, plant equipment or an item and issue a report	Requisition letter Proof of Payment	Mechanical and Transport Division	As specified in Legal Notice No. 53 of 2011	Within Seven (7) days from the date of the test
9.	Research/develop new specifications for vehicles, plant and equipment on request by clients	Requisition letter Proof of Payment	Regional and County Mechanical and Transport offices		Within (Fourteen) 14 working days
10.	Process the transfer of ownership of boarded vehicles, plant and equipment	Requisition letter Award Letter Proof of Payment for the boarded vehicles, plant and equipment	Mechanical and Transport Division	Free	Within (Fourteen) 14 working days
11.	Inspect plant vehicles and equipment to conform to KeBs 1515- 2000 specifications	Requisition letter Proof of Payment	Mechanical & Transport Division, Regional office Mombasa	As specified during delivery	1 (One Day)
12.	Operational lease of Vehicle, Plant and Equipment	Duly filled application form Proof of Payment	Mechanical and Transport Division, Regional and County Mechanical and Transport offices	As specified in Legal Notice No. 53 of 2011	Within Seven (7) working days
13.	Conducting Suitability and Occupational tests for drivers and Plant Operators	Requisition letter Driving License Proof of Payment			1 (One) Day
14.	Manufacture of Safes	Client Request Letter Proof of payment	Mechanical and Transport Division	170,000	1 (One) Month
15.	Practical attachment to students dealing with vehicle, plant and equipment related courses	Letter of introduction from the Institution	Mechanical and Transport Division HQs Regional Mechanical and Transport offices	As specified in Legal Notice No. 53 of 2011	3 (three) Months
16.	Pavement design and Design review	Request letter from client. Samples, Proof of payment		As specified during delivery	As specified
17.	Geotechnical and hydro-geological investigations/ Surveys	Request letter from client. Proof of payment	Material Testing and Research Division	As specified during delivery	As specified
18.	Research on road construction materials and methods	Samples Manufacturer/Supplier specifications		As per requested scope	As specified
19.	Chemical and Physical Testing of engineering and non-engineering materials.	Request letter from client Samples Proof of payment		As specified during delivery	As specified
20.	Condition Survey Tests on Airports & Road Pavements, Bridges and Buildings	Request letter from client. Proof of payment	Material Testing and Research Division	As per requested scope	As specified
21.	Development and Review of Construction Specifications and Manuals	Request letter from client.		Free	As specified
22.	Quality Control on Roads and Bridges Construction	Request letter from Road Agencies. Construction Specifications		As per requested scope	As specified
23.	Testing and advise on usage of materials for Roads, Bridges, Buildings and other Civil works construction	Samples Proof of payment	Material Testing and Research Division 16 Regional Offices	As specified during delivery	As specified
24.	Quality assurance in the construction of roads	Written Request	Quality Assurance Division	Free	Continuous
25.	Ensuring environmental regulation adherence in projects	Duly filled application forms	Roads Division	As may be estimated during survey	Continuous
26.	Application for Long Course	Duly filled application form. KNEC Certificates	Kenya Institute of Highways and Building Technology (KIHBT)	1,000/=	Forty-Five (45) days before commencement of the course
27.	Application for Short Courses	Duly filled application form.		1,000/=	Two (2) weeks before commencement of the course
29.	Higher Diploma in: (Civil, Mechanical, Electrical)	Duly filled application form. KNEC certificate	Kenya Institute of Highways and Building Technology (KIHBT) KNEC Certificate	35,500/= per semester	Two (2) years
28.	Diploma in: (Civil, Mechanical, Electrical, Building, ICT, Land surveying, Quantity Surveying, and Highways Engineering)	Duly filled application form KCSE certificate	Kenya Institute of Highways and Building Technology (KIHBT) KCSE Certificate	56,420/= per year	Three (3) years
29.	Defensive and Refresher Driving Course			10,000	1 (One) week
30.	Elementary Driving Course	Duly filled Application Form.	Kenya Institute of Highways and Building Technology (KIHBT)	11,000/=	4 (Four) Weeks
31.	First Aid Course			6,000/=	1 (One) Week
32.	Fire Safety and Disaster Management course			30,000/=	4 (Four) Weeks
33.	Plant Operator Course			65,000/=	2 (Two) Months
34.	Electrical Installations			27,000/=	2 (Two) Months
35.	Motor Vehicle Mechanic		Kenya Institute of Highways and Building Technology (KIHBT) Directorate of Industrial Training (DIT)	10,000/=	3 (Three) Weeks
36.	Computer Application Packages			10,000/=	3 (three) weeks
37.	ICT Auto CAD & Arch Card			10,000/=	2 (Two) Weeks
38.	Fleet Management courses			30,000/=	1 (One) Weeks
39.	AutoCAD and ArchCard			12,000/=	2 (Two) Weeks
40.	Replacement of transcripts and student ID cards			300/=	One (1) Day

The Citizen Service Delivery Charter will be reviewed annually to ensure that it sustains goodwill and mutual understanding between the State Department and its stakeholders.

**Feedback Mechanism**

We encourage our clients to give feedback on services rendered to them to enable us to improve the quality of our service delivery. The State Department of Roads will investigate any complaints in confidence and will view any complaint as an improvement in our Service Delivery. The State Department of Roads upholds zero tolerance to corruption; it is an offense to compromise and corrupt any of the State Department staff.

**Incase clients are not satisfied with our services they can:-**

- 1) Lodge a complaint with the officer who rendered the service;
- 2) Request to be referred to the relevant Head of Department;
- 3) Write to the Secretary for Roads or the Secretary for Administration concerning the same;
- 4) Write to the State Department of Roads Public Complaints Response Team (complaints@roads.go.ke);
- 5) Formally write to the Principal Secretary, State Department of Roads;
- 6) Write to the Commission on Administrative Justice (Ombudsman's office).

**Our contacts**

**The Principal Secretary,**  
State Department of Roads,  
Ministry of Roads and Transport,  
Works Building- Community Area, Ngong Road,  
P.O Box 30260-00100, **NAIROBI**  
Tel: +254 (020) 2723232,  
Facebook :State Department of Roads,  
Twitter: Roads@KE,  
Website: www.transport.go.ke.

**You can also lodge your complaint through:**

The Commission on Administrative Justice  
(Ombudsman's office)  
2nd Floor, West End Towers Opposite Aga Khan High School,  
Off Waiyaki Way – Westlands  
P.O. Box 20414 – 00200 **NAIROBI**.  
Tel: +254-20-2270000/ 2303000/2603765/ 2441211/8030666  
Email: info@ombudsman.go.ke  
www.ombudsman.go.ke