

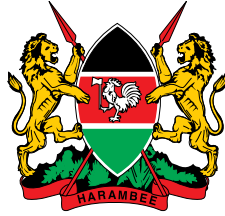


REPUBLIC OF KENYA

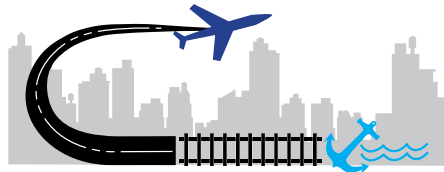
**MINISTRY OF TRANSPORT,
INFRASTRUCTURE,
HOUSING AND
URBAN DEVELOPMENT**

SERVICE CHARTER





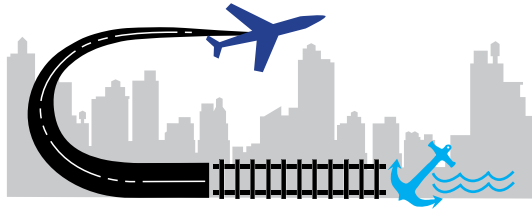
REPUBLIC OF KENYA



MINISTRY OF TRANSPORT, INFRASTRUCTURE,
HOUSING & URBAN DEVELOPMENT

SERVICE CHARTER

April, 2017



MINISTRY OF TRANSPORT, INFRASTRUCTURE, HOUSING & URBAN DEVELOPMENT

VISION

“To be a global leader in provision of transport infrastructure, maritime economy, the build environment and sustainable urban development”

MISSION

“To develop and sustain world class transport infrastructure, maritime economy, public works and housing for sustainable social economic development”

CORE VALUES

Ministry will be guided by the following Core Values / Principles;-

1. Professionalism.
2. Zero tolerance to corruption.
3. Integrity - honesty, accountability and transparency.
4. Patriotism.
5. Team spirit.
6. Prompt responsiveness to internal and external customer.
7. Consultative.
8. Innovation.
9. Commitment.
10. Promotion and protection of public interest.
11. Gender equity and equality.
12. Excellence.
13. Human dignity.
14. Equity.
15. Non-discrimination.
16. Sustainable development.
17. Participation of the people





STATE DEPARTMENTS OF TRANSPORT AND INFRASTRUCTURE

MANDATE

The mandate of the Ministry of Transport and Infrastructure is to:

- Develop and maintain sustainable transport and infrastructure to facilitate efficient movement of goods and people.
- Develop and enforce regulations and standards to ensure safe, secure and efficient transport and infrastructure systems.
- Undertake research and implement the findings for an efficient transport and infrastructure system.
- Mobilize resources and build capacity for technical and professional staff.

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

OUR CUSTOMERS

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

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:







STATE DEPARTMENT OF HOUSING & URBAN DEVELOPMENT

STRATEGIC OBJECTIVES

1. Regulation and Development of construction industry through Developing Building Standards and Research
2. To formulate and coordinate implementation of policies and legal framework for sustainable housing and urban development.
3. To facilitate access to adequate housing and affordable housing.
4. To improve livelihoods of people living and working in slums and informal settlements.
5. To develop and coordinate implementation of metropolitan and integrated strategic urban development and capital investment plans.

ORGANIZATIONAL STRUCTURE

The State Department is divided into three Departments thus;

1. Housing Department
2. Urban Development
3. Metropolitan Development
4. Kenya Building Research Centre
5. National Buildings Inspectorate

PARASTATALS/TRIBUNALS

1. National Construction Authority.
2. National Housing Corporation.
3. BORAQS – Board of Registration of Architects & Quantity Surveyors.
4. Rent Tribunal.

OUR OBLIGATIONS AND RANGE OF SERVICES

Our obligations and range of services to customers and stakeholders include:-

1. Policy and legal framework.
2. Facilitate development of 300,000 housing units.
3. Government inventory and estate management.
4. Up-scaling slum upgrading and prevention initiative.
5. Undertake building research services in affordable low cost housing materials and technologies, innovation and development of appropriate and alternative building materials, methods and emerging technologies.
6. Up scaling urban development infrastructure.
7. Enhancement of safety and security in 13 urban centres.
8. Implementation of the spatial planning concept for the Nairobi Metropolitan Development
9. Efficient procurement, and supply of common user items to Government
10. Registration and regulation of Architects, Quantity Surveyors building, Civil and electro-mechanical contractors and materials suppliers.
11. Spearhead building standards, innovation and research in the construction industry.
12. Audit of buildings to conform to all standards of healthy human habitation.

OUR CUSTOMERS AND STAKEHOLDERS

Our customers and stakeholders include but are not limited to:

1. The Citizens of Kenya.
2. MDAs and other Public Institutions.
3. County Government.
4. National Environmental Management Authority.
5. Development partners and International Organizations.
6. Bank and non-bank financial institutions (Mortgage providers).
7. Private Sector Organizations and Professional Bodies (in building industry).
8. Academic/Research Institutions.
9. Non-Governmental Organizations, Civil Society Organizations.
10. Community Based Groups.
11. World Bank.
12. Consultants and contractors.
13. Shelter Afrique, (Sida) etc.

OUR COMMITMENTS

To the general public, customers and stakeholders we are committed to:-

1. Observe professionalism and expediency in service delivery.
2. Offer high quality service with courtesy; free from corruption or undue demands.
3. Ensure that all information is communicated timely and accurate, isreliable and on time.
4. Attend to customers' requirements or issues in a diligent and respectful manner.
5. Quality improvement through best management practices.
6. Courteously receive criticism, feedback through complaints, suggestions and compliments.
7. Respond promptly to enquiries, correspondences and emergenciesimmediately.
8. Have the tribunal court to hear, determine and dispose tenants and landlordsdisputes within reasonable time of filing.
9. Utilize project resources as provided for in the respective agreements andwork plans and procure goods and services in a competitive, accountable and transparent manner.
10. Observe Government rules and regulations.
11. Attend to suppliers'/service providers' complaints promptly and give feedback within 7 days.
12. All staff shall wear badges for ease of identification.
13. The State Department will display in their premises service charters with allthe requisite details.

OBLIGATIONS OF OUR CUSTOMERS

We expect our customers to:-

1. Provide accurate and timely information to facilitate timely response.
2. Give our staff necessary cooperation and respect as they serve you and/or report any cases of corruption by staff.
3. Refrain from extending undue influence, favours, bribes or unethical inducements to staff.
4. Deliver items in the quality, specifications and prices quoted, within three days of order or within period specified in order/contract.
5. Observe Government procurement rules and regulations.



RIGHTS OF OUR CUSTOMERS AND STAKEHOLDERS

Our customers and stakeholders are entitled, deserve and have a right to:-

1. Quality and prompt services.
2. Accurate and balanced information.
3. Respect and courteous treatment by our staff.
4. Request for identity of the officer(s) serving them.
5. Engage in constructive criticism and own opinion.
6. Timely payments for goods delivered and services rendered.
7. Get an official receipts for all payments.
8. Access to our offices and officers within the official working hours.

CHARGES FOR SERVICES OFFERED

Our services are offered for free except where it is specified in the service charter.

DISPOSAL OF UNUSED ITEMS

Disposal of obsolete stores and assets will be done as and when recommendations of the Board of Survey are received.





STATE DEPARTMENT FOR PUBLIC WORKS

MANDATE

The State Department is mandated to provide policy direction and coordinate all matters related to construction, rehabilitation and maintenance of Public Buildings and Other Public Works. In discharging its functions, the State Department is guided by detailed mandate through Executive Order No. 1/2016 notably:

- i. Public Works Policy and Planning;
- ii. Public Office Accommodation Lease Management;
- iii. Maintenance of Inventory of Government Property in Liaison with the National Treasury;
- iv. Overseeing Provision of Mechanical and Electrical (Building) Services to public Buildings;
- v. Supplies Branch and Co-ordination of Procurement of Common-User Items by Government Ministries;
- vi. Development and Management of Government Buildings;
- vii. Other Public Works.

The State Department will incessantly initiate and pursue legal reforms that will give birth to a strong, competitive construction industry that will secure and guarantee quality infrastructure and contribute to socio-economic development of Kenya.

STRATEGIC OBJECTIVES

- i. To develop and maintain cost effective public buildings and other public works.
- ii. To protect land and property from sea wave action, flooding and erosion; enhance accessibility in and out of waters; and enhance communication between human settlements and in areas of difficult terrain.
- iii. To develop the capacity, enhance efficiency and transparency in service delivery.
- iv. To ensure efficiency in procurement of common user items for government institutions and disposal of assets.
- v. To ensure efficiency in Public Office Lease and Management.

OUR CORE VALUES

- i. Professionalism
- ii. Be passionate and selflessly in execution of our duties
- iii. Respect and be courteous to our clients
- iv. Efficient and responsible use of resources
- v. Be open and proactive
- vi. Remain impartial in our duty
- vii. Strive for continuous improvement
- viii. Integrity

COMMITMENTS OF THE STATE DEPARTMENT

Buildings projects

We will at no cost:-

- i. Avail designs for building projects within one (1) month from the date of receipt of request.
- ii. Submit Bills of Quantities for approval within one (1) month from the date of approval of designs.
- iii. Source for tenders within seven (7) days from the date of approval of Bills of Quantities.
- iv. Issue final accounts on contracts within three (3) months from completion of works.
- v. Respond to emergencies immediately.

Other Public Works

We will at no cost:

- i. Facilitate State Functions for the Presidency across the country.
- ii. Facilitate construction of sea walls and break waters to protect land from sea wave actions.
- iii. Facilitate transport on water (sea and lakes) by supervision of construction of jetties.
- iv. Facilitate improvement of communication in areas of difficult terrain and human settlements through supervision of construction of footbridges.
- v. Provide necessary technical advice on rehabilitation and maintenance of seawalls and jetties.
- vi. Facilitate capacity development and backstopping for County Public Works

Supply of common user items

- i. Preparation of framework contracts for supply of common user items to government institutions 30 days after offer of a professional opinion.
- ii. Sensitization of Youth, Women and People With Disabilities (PWD) annually on Access to Government Procurement Opportunities (AGPO).

Public Office Lease and Management

- i. Drawing of lease agreement for new leasers within three (3) days after fulfilment of other prerequisite requirements.
- ii. Drawing of lease renewal agreement within three (3) days after fulfilment of other prerequisite requirements.
- iii. Provision of advice on leasing matters to MCDAs within two (2) days.
- iv. Resolution of disputes between landlords and tenant promptly.

Payments

We will at no cost:

- i. Prepare interim payment certificate for building construction projects within four (4) weeks of the application.
- ii. Pay for goods supplied and services rendered within fourteen (14) days from receipt of proper documents.

Tendering

We will at no cost:

Communicate the outcome of tenders to all tenderers within fourteen (14) days from the tender closing date.

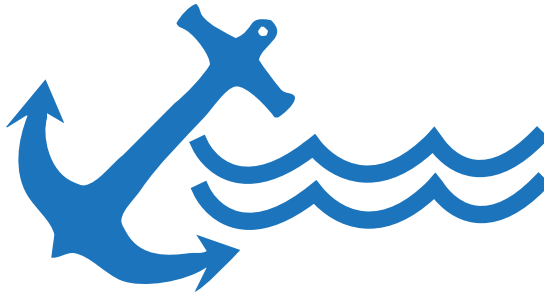
Timeliness

- All correspondence to the State Department will be responded to within a minimum period of seven (7) days.
- Customers visiting the State Department's offices will be attended to within a period of ten (10) minutes.

OBLIGATIONS OF OUR CLIENTS

- **Documentation**
You are expected to provide accurate and timely information for faster documentation and payment.
- **Operations**
You are expected to be conversant with the basic law, rules and regulation government operations in the State Department e.g. Public procurement and Disposal Act.
- **Information**
You are expected to avail all relevant information, records and documents required by the State Department for quicker, accurate and better service delivery.
- **Identification**
State Department officials shall wear badges for ease of identification.
- **Corruption**
The State Department upholds zero tolerance to corruption. It is an offence to endeavour to compromise or corrupt any of the State Department's staff
- **Security**
You are expected to give the State Department staff and security officer's maximum cooperation and respect.





STATE DEPARTMENT FOR SHIPPING AND MARITIME

INTRODUCTION

The State Department of Maritime and Shipping Affairs was established in realization that maritime sector needed revamping to contribute positively to the National Economy.

STRATEGIC OBJECTIVES

1. Development and Implementation of the Maritime transport Policy
2. Operationalization of the Maritime Shipping Act, 2009
3. Establishment of a Maritime training School of excellence
4. Establishment of a Maritime accident Investigation Unit
5. Establishment of a Maritime Fund,
6. Implementation of Maritime conventions

OUR OBLIGATIONS AND RANGE OF SERVICES

Our obligations and range of services to customers and stakeholders include:-

- a) To develop and review policies for the maritime and shipping sector;
- b) To develop and review laws, regulations and other legal instruments relating to the shipping and maritime sector;
- c) To facilitate the implementation of maritime and shipping sector policies and monitor and evaluate their effectiveness;
- d) To monitor and evaluate the implementation of maritime and shipping projects and programmes;
- e) To facilitate the development of inland water transport;

- f) Promote coastal shipping and maritime affairs;
- g) Promote and/or undertake research and development in maritime and shipping Affairs and the related activities;
- h) To advise Government and liaise with other State departments on all matters relating to shipping and maritime affairs;
- i) Ensure ratification by Kenya of treaties relating to shipping and maritime affairs and oversee the full implementation of those treaties;
- j) To undertake sub-sector spatial planning and promote integration of Kenya's maritime clusters;
- k) To establish and maintain a conducive business environment capable of attracting, building and retaining capital investments in shipping and maritime affairs sector;
- l) To market nationally, regionally and internationally the opportunities, businesses and services in Kenya's shipping and maritime affairs;
- m) To develop and maintain adequate and modern maritime and shipping infrastructure;
- n) Source for and secure funding for developing the maritime and shipping affairs; and
- o) To promote Public Private Partnership for the development of maritime and shipping affairs.
- p) To exercise oversight responsibility over the sector agencies
- q) To Coordinate and Monitor development projects relating to ports, ferries and shipping amongst others in line with Vision 2030T
- r) To empower local ports and ships related operators/businesses through various policies and legislations to adequately participate in Kenya's seaborne trade, enhance investment s in the industry, create employment and wealth for economic development and realization of vision 2030

OUR CUSTOMERS AND STAKEHOLDERS

Our customers and stakeholders include but are not limited to:

1. The Citizens of Kenya.
2. MDAs and other Public Institutions.
3. County Governments
4. National Environmental Management Authority.
5. Development partners and International Organizations.
6. Bank and non-bank financial institutions (Insurance Firms)
7. Other foreign missions or international agencies who make request to Kenya Government.
8. Private Sector Organizations and Professional Bodies (in shipping industry).
9. Non-Governmental Organizations, Civil Society Organizations.
10. Community Based Groups.
14. Consultants and contractors.
15. The media

OUR COMMITMENTS

To the general public, customers and stakeholders we are committed to:-

1. Observe professionalism and expediency in service delivery.
2. Offer high quality service with courtesy; free from corruption or undue demands.
3. Ensure that all information is communicated timely and accurate, is reliable and on time.
4. Attend to customers' requirements or issues in a diligent and respectful manner.
5. Quality improvement through best management practices.
6. Courteously receive criticism, feedback through complaints, suggestions and compliments.
7. Respond promptly to enquiries, correspondences and emergencies immediately.
8. Observe Government rules and regulations.
9. Attend to suppliers'/service providers' complaints promptly and give feedback within 7 days.
10. All staff shall wear badges for ease of identification.
11. Prominently Display this Service Charter in all our premises with all the requisite details.

OBLIGATIONS OF OUR CUSTOMERS

We expect our customers to:-

1. Provide accurate and timely information to facilitate timely response.
2. Give our staff necessary cooperation and respect as they serve you and/or report any cases of corruption by staff.
3. Refrain from extending undue influence, favours, bribes or unethical inducements to staff.
4. Avail all necessary documents to facilitate payments where necessary.
5. Deliver items in the quality, specifications and prices quoted, within three days of order or within period specified in order/contract.
6. Observe Government procurement rules and regulations.

RIGHTS OF OUR CUSTOMERS AND STAKEHOLDERS

Our customers and stakeholders are entitled, deserve and have a right to:-

1. Quality and prompt services.
2. Accurate and balanced information.
3. Respect and courteous treatment by our staff.
4. Request for identity of the officer(s) serving them.
5. Engage in constructive criticism and own opinion.
6. Timely payments for goods delivered and services rendered.
7. Get an official receipts for all payments.
8. Access to our offices and officers within the official working hours.

CHARGES FOR SERVICES OFFERED

Our services are offered for free except where it is specified in the service charter.



ADMINISTRATIVE SERVICES

S/NO	SERVICE RENDERED TO CUSTOMERS	POINT OF SERVICE	COST	TIME / DURATION
1.	Answering Telephone calls	All Officers	Free	Within 3 Rings
2.	Attending to clients *Clients with disability	HQs and Departments	Free	3 minutes on first come first served basis. *People with disability served immediately
3.	Responding to General Correspondences	HQS and Departments	Free	Within 14 days of receipt
4.	Conveying the outcome of tenders	HQS	Free	Within 21 days from the closing date
5.	Payment of goods and services	HQS Audit Reports	Free	Upon delivery of all supporting documents
6.	Publication and circulation of the Ministry's Newsletter	HQS	Free	Every Six Months (Twice a year)
7.	Publicizing new transport& Infrastructure policies and regulations	HQS	Free	Immediately upon approval
Addressing complaints				
Audit Reports				2 weeks after inspection

TECHNICAL SERVICES

S/NO	SERVICE RENDERED TO CUSTOMERS	POINT OF SERVICE	COST	TIME / DURATION
1.	Test and advise on material usage	Materials Department	As specified during delivery	Presentation or on request
2.	Inspect plant vehicles and equipment for conformity to Kebs 515-2000 specification	Mechanical & Transport Department	As specified during delivery	On delivery or request
3.	Ensuring environmental regulation adherence in projects	HQS	As may be estimated during surveys	All times
4.	Leasing of vehicles and equipment	Mechanical & Transport Department	As per the approved rates.	Within 7 days
5.	Application for long courses	KIHBT	As per the approved rates	45 days before commencement
6.	Application for short courses	KIHBT	As per the approved rates	2 weeks before commencement
7.	Offering Higher diploma in civil Mechanical	KIHBT/KNEC	25,000/= per semester	2 years
8.	Higher diploma (Civil, Mechanical & Electrical)	KIHBT & MPUC	35,000/= per semester	2 years
9.	Diploma (Civil, Mechanical Electrical)	KIHBT & KNEC	25,000 per semester	3 years
10.	Offering various short courses-in-		As specified at the service point	From 1 week to 2 months as per specified course
	Defensive driving	KIHBT	10,200/=	4 Weeks
	Elementary Driving	KIHBT	7,000/=	1 Week
	First Aid	KIHBT	15,000/=	4 Weeks
	Disaster Management	KIHBT	16,000/=	2 Months
	Motor Vehicle Mechanics	KIHBT	10,000/=	3 Months
	Computer Application	KIHBT & DIT	18,000/=	2-3 Weeks
	ICT Auto CAD & Arch	KIHBT & DIT		Immediately
	Card Proficiency courses	KIHBT		

S/NO	SERVICE RENDERED TO CUSTOMERS	POINT OF SERVICE	COST	TIME / DURATION
11	Designation of airlines by Kenya to other States & from other States to Kenya			4 Days
	Approval of seasonal (winter & summer) scheduled flights			3 days
	Response to requests to review or conclude Bilateral Air Services Agreements (BASAs)			3 days
	Publication of air accident investigation preliminary report			14days: www.airaccident.go.ke
	Preparation of Maritime Legislation and Policies			Continuous
	Communication of Government policies and guidelines on relevant sector issues			Immediately and as they evolve

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.

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

HOW TO CONTACT US

You can contact us by:

Appearing in person; Telephone; Letter; Fax; E-mail

Principal Secretary

State Departments of Transport and Infrastructure
Transcom House, Ngong Road

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Website: www.transport.go.ke

Principal Secretary

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Email

Website:

The Principal Secretary

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Works Building, Ngong Road

P.O. Box 30743-00100

Nairobi, Kenya

Tel: +254 (20) 2723101, Fax: +254(20)2722154

Email:

Website:

Principal Secretary

State Department of Shipping And Maritime

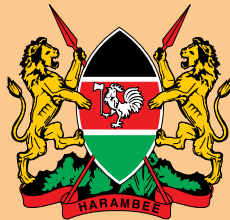
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Tel: +254 (20) 2729200 / 2722216 DL: 2400196

Email: psmaritimesshipping@gmail.com

Website: www.transport.go.ke



REPUBLIC OF KENYA

**Ministry of Transport, Infrastructure,
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Transcom House, NGONG ROAD

P.o Box 52692 - 00200

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Designed by:

Adams W. Namayi

Kenya Building Research Centre

State Department of Housing and Urban Development