



## KENYA RURAL ROADS AUTHORITY (KeRRA)

### QUALITY MANAGEMENT SYSTEM

**Document Title:** 42 Procedure for Management of Visitors

**Department:** DG's Office

**Doc. No:** KeRRA\_QMS\_OP\_42

**Date of Issue:** 20th May, 2021

**Rev No:** 00

**Approved by:**

**Issued by:**

**Name** .....

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### DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY

## 1.0 OBJECTIVE

To provide effective guidelines for the management of all visitors

## 2.0 SCOPE

Management of visitors to Director General's Office

## 3.0 REFERENCES

- 3.1 DG's Diary - REG/10
- 3.2 Meeting Notification - RT/60
- 3.3 Visitors' pass – F/1
- 3.4 Message Book – REG/7

## 4.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	DG	Director General
	PA	Personal Assistant
	DD(RAM)	Deputy Director (Regional Asset Management)
	OA	Office Administrator

## 5.0 RESPONSIBILITY

The PA to the DG shall be responsible for the implementation of this procedure. In the case of the regional offices, the Deputy Director – Regional Asset Management takes the role of the DG and the Office Administrator takes the role of the PA.

## 6.0 METHOD

- 6.1 Visitors shall be issued with completed visitor's pass form F/1 at KeRRA's Customer Care desk located on the ground floor. The visitor shall leave an identification document e.g. ID card with the customer care officer who then directs the visitor accordingly based on the officer(s) to be seen.
- 6.2 Visitors to the DG's office will be directed to the receptionist at the DG's office.  
  
The receptionist will then receive the Visitors Pass (For a visitor who comes without Visitors Pass from the Customer Care Desk, the receptionist shall fill a form for the visitor), welcome the visitor to the waiting room and handover the pass to the DG's PA.
- 6.3 The DG's PA further shall then sort out the Visitors Pass forms on *first-come-first-serve* basis and submit to the DG.
- 6.4 The DG then instructs the PA on the order to usher the visitors in the office.
- 6.5 The DG after attending to the visitor signs the visitors pass

6.6 PA finally picks the signed Visitor's pass and passes it over to the receptionist. The receptionist keeps the forms he/she issued and hands over to the visitor, the ones which were issued at the customer care desk. The visitor shall then return the form to the customer care desk together with visitors pass card issued and receive the identification document left at the desk.

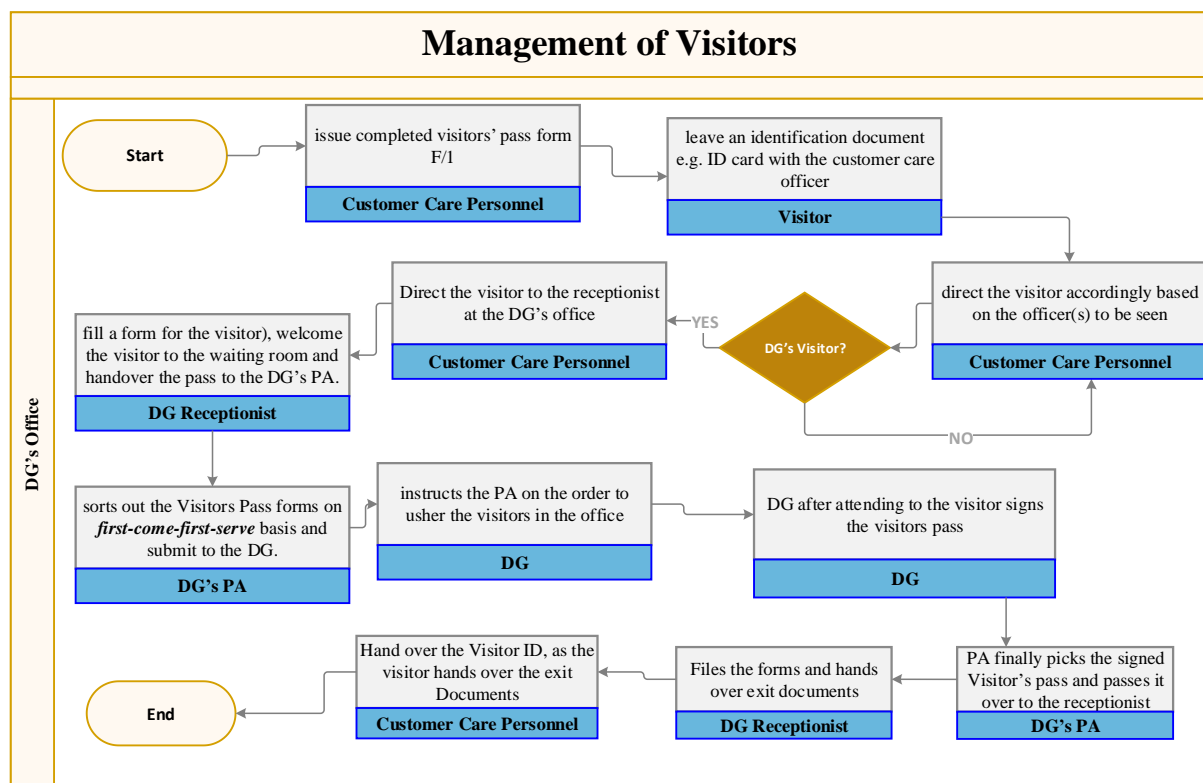
## 7.0 DOCUMENTED INFORMATION

Relevant documented information shall be kept

## 8.0 APPENDICES/RECORDS

Completed Visitors' Pass forms (F/1)

## 9. PROCEDURE FLOWCHART





## KENYA RURAL ROADS AUTHORITY (KeRRA)

### QUALITY MANAGEMENT SYSTEM

**Document Title:** Procedure for Customer Feedback

**Department** Public Affairs and Communications

**Doc. No:** KeRRA\_QMS\_OP\_48

**Date of Issue:** 20th May, 2021

**Rev No:** 00

**Approved by:**

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**Issued by:**

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### DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY

### 1.0 OBJECTIVE:

To effectively and efficiently handle customer feedback.

### 2.0 SCOPE

All customer feedback received by the Authority

### 3.0 REFERENCES

- The Kenya Information and Communications Act 2013 (REF....)

- b) The Access to Information Act, 2016 (REF....)
- c) Kenya Roads Act, 2007– REF/33
- d) Kenya Roads Board Act 1999– REF/30
- e) Commission of Administrative Justice Guidelines – REF/
- f) KeRRA Service Charter (REF/50)
- g) KeRRA Human Resource Manual (REF/51)

#### **4.0 DEFINITION OF TERMS AND ACRONYMS**

<b>Term</b>	<b>Acronym</b>	<b>Definition</b>
	CAJ	Commission on Administrative Justice
	DD (PA&C)	Deputy Director (Public Affairs and Communications)
	AIO	Access to Information Officer
Management		Director General, Directors, Deputy Directors, Heads of Sections

#### **5.0 RESPONSIBILITY**

The DD(PA&C) shall be responsible for the implementation of this procedure.

#### **6.0 METHODS:**

- 6.1. The DD(PAC) shall evaluate customer feedback using instruments such as a Survey, Opinion polls, brand audit and public engagements.
- 6.2. The DD(PA&C) shall categorize feedback in the correct manner and after recording, forward to the relevant Department for appropriate action.
- 6.3. The DD(PAC) shall prepare a quarterly report and submitted to the relevant Agencies as per the set timelines.
- 6.4. The DD(PAC) shall carry out periodic analysis and prepare reports as per template RT/72 and advise the Board of Directors and management as appropriate concerning feedback received within the Authority.

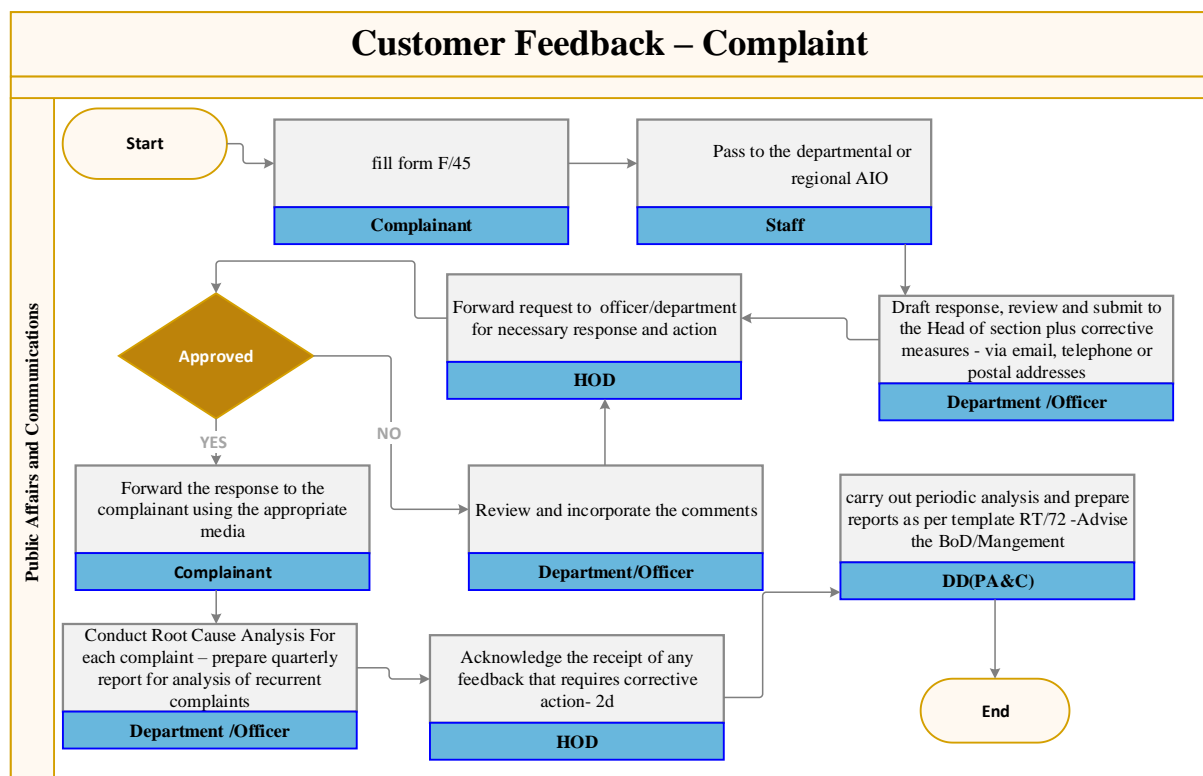
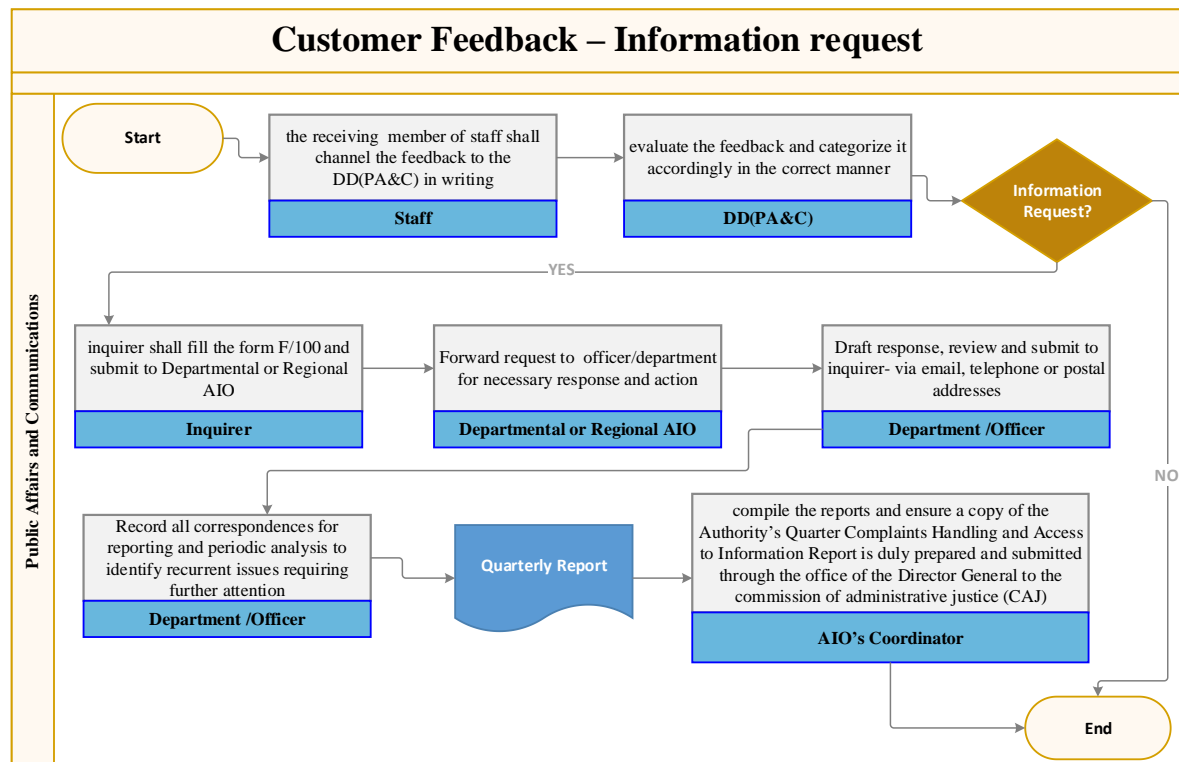
#### **7.0 DOCUMENTED INFORMATION**

Relevant documented information shall be kept

#### **8.0 APPENDICES/RECORDS:**

- a) Access to information form F/100.
- b) Complaints handling form F/45.
- c) Public complaints and Access to information report as per template RT/72.

## 9.0 PROCEDURE FLOWCHART





## KENYA RURAL ROADS AUTHORITY (KeRRA)

### QUALITY MANAGEMENT SYSTEM

**Document Title:** 07 Procedure for Road Works Contracts Management

**Department:** Development

**Doc. No:** KeRRA\_QMS\_OP\_07

**Date of Issue:** 20<sup>th</sup> May, 2021

**Rev No:** 00

**Approved by:**

**Issued by:**

**Name** .....

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### DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY

### 1.0 OBJECTIVE

To ensure effective and efficient management of Road Works Contracts

### 2.0 SCOPE

All road works contracts within the Authority.

### 3.0 REFERENCES

- a) Conditions of Contract (General and for Particular Application) – FIDIC (1987) – REF/84 and REF 86
- b) Conditions of Contract –(Applicable to the Development Partner- EU, AfD, KfW, World Bank, AfDB e.t.c) REF/85
- c) Standard Specifications for Construction of Roads & Bridges – REF/77
- d) Special Specifications for construction of roads & bridges – REF/78
- e) Roads 2000 Strategy- REF/91
- f) Roads 2000 Manual -REF/91
- g) Land Registration Act 2012-REF/121
- h) Soil Conservation Guidelines – REF/31

### 4.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	<b>DG</b>	Director General
	<b>D(D)</b>	Director (Development)
	<b>D(RAM)</b>	Director (Road Asset Management)
	<b>D(PDE)</b>	Director (Planning Design and Environment)
	<b>D(CS)</b>	Director (Corporate Services)
	<b>PE</b>	Project Engineer
	<b>RE</b>	Resident Engineer
	<b>DLP</b>	Defects Liability Period
	<b>EU</b>	European Union
	<b>KfW</b>	Kreditanstalt fuer Wiederaufbau
	<b>AfD</b>	Alternative für Deutschland,
	<b>AfDB</b>	African Development Bank
<b>Employer</b>		Director General
<b>Engineer</b>		Technical Director (Development, RAM, PD&E)

### 5.0 RESPONSIBILITY

The D(D), D(RAM) & D(PDE) shall be responsible for the implementation of this procedure as appropriate.

### 6.0 METHOD

6.1 Upon receipt of the approved budget, the D(D), prepares an annual work plan for roads to be developed and forwards to the DG for approval and MOTIHUD&PW for clearance.

6.2 Upon the receipt of the approvals, the procurement process is initiated as per procedure.



- 6.3 Upon receipt of the Contract Document, the Technical Director responsible shall issue Order to Commence Works, to initiate construction of road works, to the Contractor as per RT/85.
- 6.4 Technical Director appoints Engineer's Representative, Project Engineer (PE) and Resident Engineer (RE) for supervision of Works as per contracts provisions.
- 6.5 The RE gives Possession of Site to the Contractor as per RT/86.
- 6.6 The RE embarks on supervision of roadworks as per the contract (by issuing site instructions as per F/19, approving tests to works as per F/21, compiling and maintaining Inspectors Daily Works Inspection as per F/20, preparing pavement record charts as per RT/23, conducting regular site meetings and keeping inventory of site assets as per Form F/28).
- 6.7 The RE Communicate progress of works through monthly and quarterly reports to Technical Director as per RT/2 for review and comments.
- 6.8 RE measures and documents the works carried out by the Contractor on a monthly basis as per F/22 and reviews IPCs prepared by the Contractor and forwards the same to Technical Director for approval as per F/24.
- 6.9 Upon certifying the IPC by the Technical Director, the same is forwarded to D(CS) for payment as per the contracts provisions.
- 6.10 Upon substantial completion of Works, the Contractor notifies Technical Director on the status of completion of the road project.
- 6.11 The Technical Director shall request the RE to verify the status of the works and confirm whether the works are substantially complete as per the contract's provisions and provide a snag list for any outstanding works.
- 6.12 The DG appoints Inspection and Acceptance Committee who will inspect the works and ascertain that the works are indeed substantially complete. Once the works are accepted, the contractor is issued with a Taking Over Certificate as per F/26 which marks the beginning of DLP.

- 6.13 Upon expiry of the DLP, the DG appoints Inspection and Acceptance Committee to verify the rectification of any emerging defects and attendance to all outstanding works identified at Substantial Completion stage and issues Defects Liability Certificate to the Contractor as per F/27.
- 6.14 The Technical Director prepares a Project Completion report and final account.
- 6.15 The Technical Director hands over the road to D(RAM) for maintenance as appropriate.

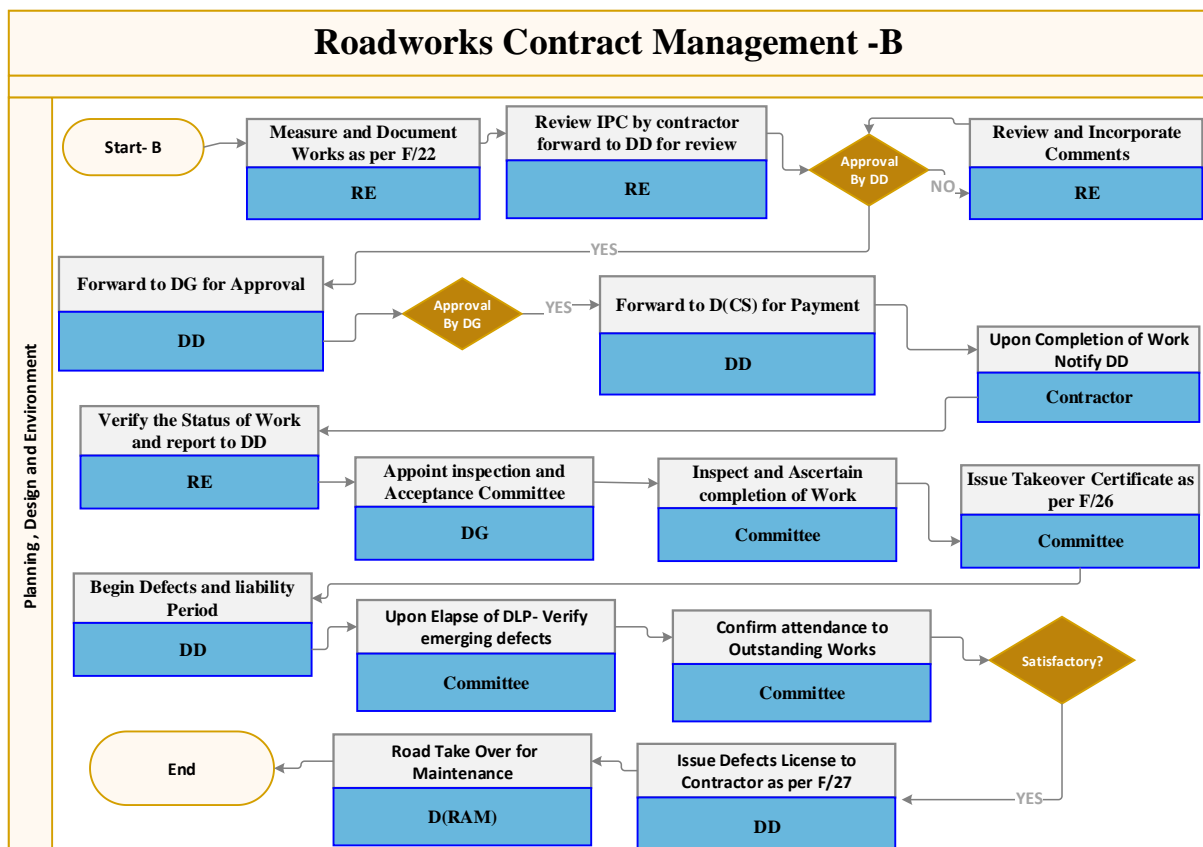
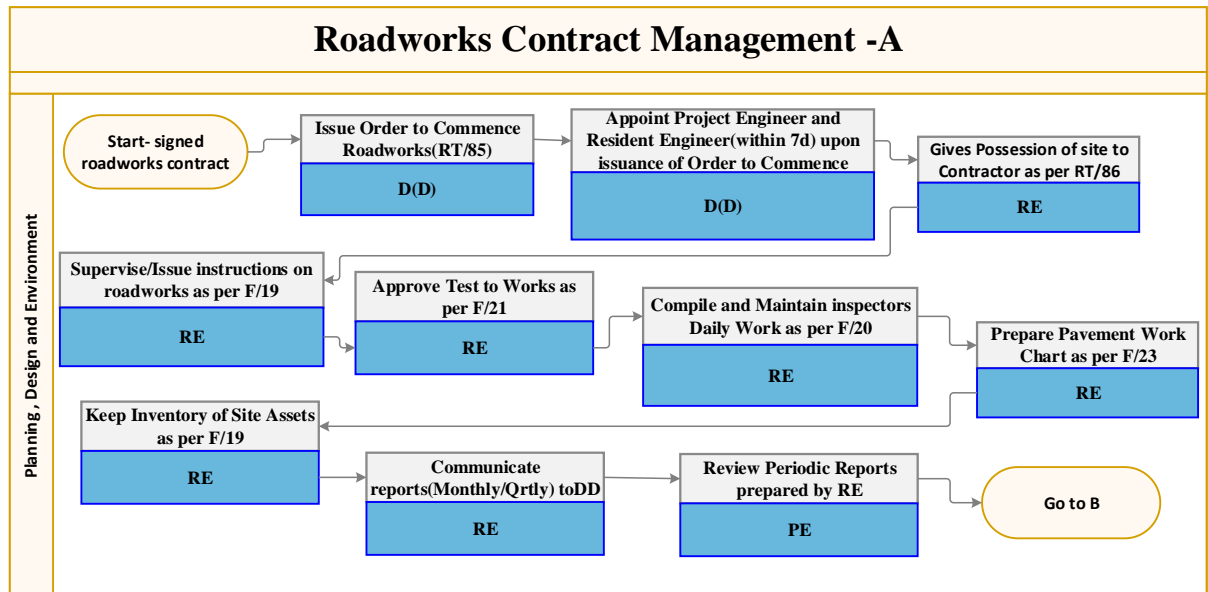
## **7.0 DOCUMENTED INFORMATION**

Relevant documented information shall be kept.

## **8.0 APPENDICES/RECORDS**

- a) Order to commence – RT/85
- b) Possession of site – RT/86
- c) Appointment Letter for Engineer's Representative – F/ 16
- d) Appointment Letter for Project Engineer – F/17
- e) Appointment Letter for Resident Engineer – F/18
- f) Site Instructions Form – F/19
- g) Test Requisition Form – F/21
- h) Daily Works Inspection Forms – F/20
- i) Pavement Records Charts – F/23
- j) Monthly Progress Report – RT/2
- k) Measurement Sheets – F/22
- l) Interim Payment Certificate – F/24
- m) Taking Over Certificate – F/26
- n) Snag List – F/80
- o) Defects Liability Certificate – F/27
- p) Project Completion Report – RT/75
- q) Final Account/Payment Certificate – F/25

## 9.0 PROCEDURE FLOWCHART





<b>Rev No: 00</b>
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Date .....

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## 1.0 OBJECTIVE

To establish the viability of the proposed road projects.

## 2.0 SCOPE

All the proposed road projects under the mandate of the Authority.

## 3.0 REFERENCES

- a) MOR Road Design Manuals – Ref/79
- b) Emerging documented methodologies
- c) Research Journals
- d) National Treasury Circular No.16 of 2019 – Ref/119
- e) Location maps –Ref/138

## 4.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	<b>DG</b>	Director General
	<b>D(PD&amp;E)</b>	Director (Planning, Design and Environment)
	<b>D(RAM)</b>	Director (Road Asset Management)
	<b>D(D)</b>	Director (Development)
	<b>DD(P&amp;D)</b>	Deputy Director (Planning & Design)

## 5.0 RESPONSIBILITY

Director (Planning, Design and Environment)

## 6.0 METHODS

- 6.1 Upon receipt of workplans from the D (D) and D (RAM), the D (P D & E) prepares a work plan and budget for feasibility studies for DG's approval through RT/78.
- 6.2 Once the budget is approved, D (P D & E) shall instruct the DD (P&D) to commence the study.
- 6.3 The DD (P&D) shall collect the relevant data for the feasibility study and prepare a draft report and submit it to D (PD&E) who then forwards it to the relevant Stakeholders for comments.
- 6.4 D (P D & E) incorporates comments from stakeholders and prepares the final feasibility report and circulates to the relevant Departments.

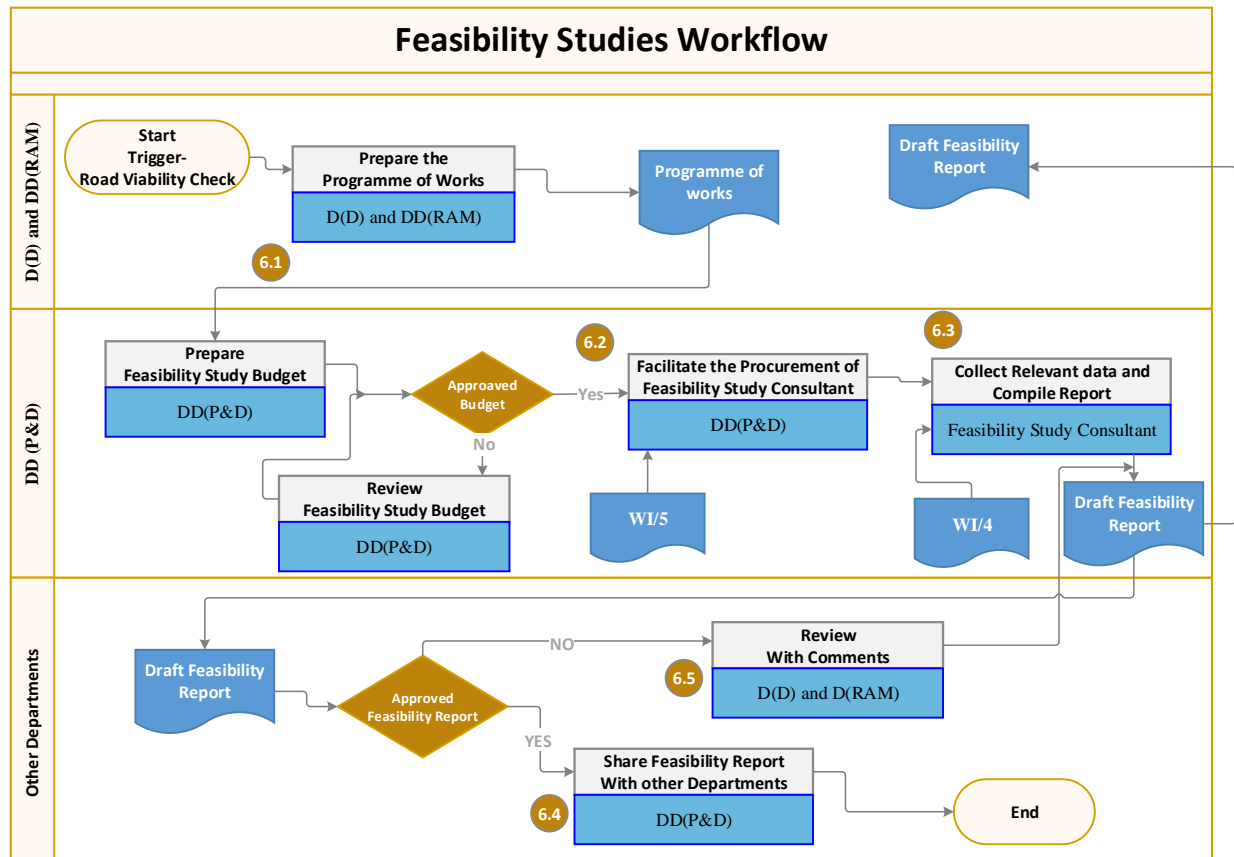
## 7.0 DOCUMENTED INFORMATION

Relevant documented information shall be kept.

## 8.0 APPENDICES/RECORDS

- a) Approved budgets – RT/106
- b) Previous studies -
- c) Final feasibility reports – RT/122

## 9.0 PROCEDURE FLOWCHART





## KENYA RURAL ROADS AUTHORITY (KeRRA)

### QUALITY MANAGEMENT SYSTEM

**Document Title:** 02 Procedure for Environmental and Social Studies

**Department:** Environment and Social Interests

**Doc. No:** KeRRA\_QMS\_OP\_02

**Date of Issue:** 20<sup>th</sup> May, 2021

**Rev No:** 00

**Approved by:**

**Name** .....

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**Date** .....

**Issued by:**

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**Date** .....

### DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY

## 1.0 OBJECTIVE

To establish the viability of the proposed road projects.

## 2.0 SCOPE

All projects under the Authority's mandate as per the requirements of the Second Schedule of the EMCA (Amendments), 2015.

## 3.0 REFERENCES

- a) MOR Road Design Manuals – REF/79
- b) Emerging documented methodologies
- c) Research Journals
- d) EMCA 2015 – REF/89

## 4.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	<b>D(P,D&amp;E)</b>	Director (Planning, Design and Environment)
	<b>DD(RAM)</b>	Director (Road Asset Management)
	<b>D(D)</b>	Director Development
	<b>DD(E&amp;SI)</b>	Deputy Director (Environment and Social Interest)
	<b>DD(P&amp;D)</b>	Deputy Director (Planning & Design)
	<b>NEMA</b>	National Environment Management Authority
	<b>EMCA</b>	Environment Management and Coordination Act
	<b>ESIA</b>	Environmental and Social Impact Assessment

## 5.0 RESPONSIBILITY

Director (Planning, Design and Environment) will be responsible for this Procedure.

## 6.0 METHODS

- 6.1 Upon receipt of work plans from the D (D) and D (RAM), the D (P D & E) prepares a work plan and budget for ESIA studies for DG's approval through RT/78.
- 6.2 Once the budget is approved, D (P D & E) shall instruct the DD (E&SI) to commence the study.
- 6.3 The DD (E&SI) shall collect the relevant data for the ESIA study and prepare a draft report and submit it to D (PD&E) who then forwards it to the relevant Stakeholders for comments.



6.4 D (P D & E) incorporates comments from stakeholders and prepares the final ESIA report and circulates to the relevant Departments.

6.5 Final report is forwarded to NEMA for review and licensing.

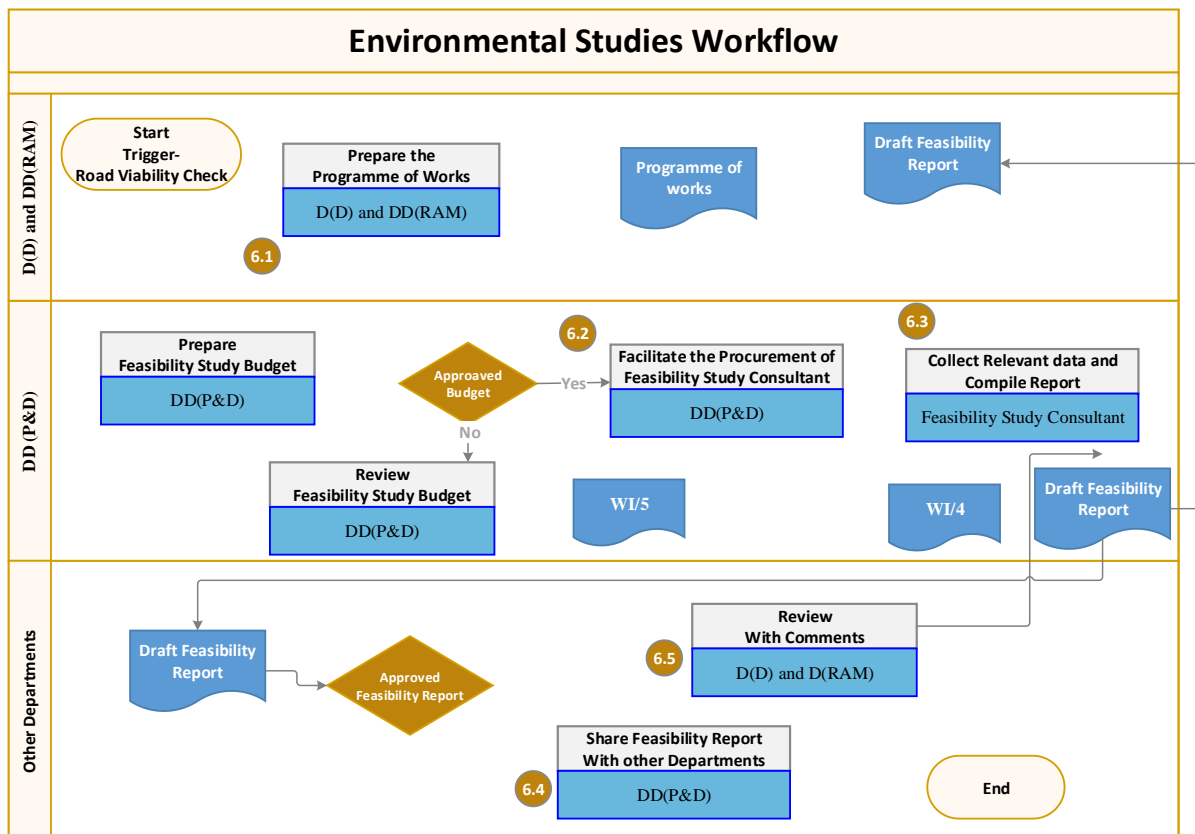
## 7.0 DOCUMENTED INFORMATION

Relevant documented information shall be kept.

## 8.0 APPENDICES/RECORDS

ESIA Reports – RT/120

## 9.0 PROCEDURE FLOWCHART





## DOCUMENT CHANGES

[illegible]

## 10.0 OBJECTIVE

To ensure effective and efficient management of Road Works Contracts

## 11.0 SCOPE

All road works contracts within the Authority.

## 12.0 REFERENCES

- i) Conditions of Contract (General and for Particular Application) – FIDIC (1987) – REF/84 and REF 86
- j) Conditions of Contract –(Applicable to the Development Partner- EU, AfD, KfW, World Bank, AfDB e.t.c) REF/85
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- l) Special Specifications for construction of roads & bridges – REF/78
- m) Roads 2000 Strategy- REF/91
- n) Roads 2000 Manual -REF/91
- o) Land Registration Act 2012-REF/121
- p) Soil Conservation Guidelines – REF/31

## 13.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	<b>DG</b>	Director General
	<b>D(D)</b>	Director (Development)
	<b>D(RAM)</b>	Director (Road Asset Management)
	<b>D(PDE)</b>	Director (Planning Design and Environment)
	<b>D(CS)</b>	Director (Corporate Services)
	<b>PE</b>	Project Engineer
	<b>RE</b>	Resident Engineer
	<b>DLP</b>	Defects Liability Period
	<b>EU</b>	European Union
	<b>KfW</b>	Kreditanstalt fuer Wiederaufbau
	<b>AfD</b>	Alternative für Deutschland,
	<b>AfDB</b>	African Development Bank
<b>Employer</b>		Director General
<b>Engineer</b>		Technical Director (Development, RAM, PD&E)

## 14.0 RESPONSIBILITY

The D(D), D(RAM) & D(PDE) shall be responsible for the implementation of this procedure as appropriate.

## **15.0 METHOD**

- 15.1 Upon receipt of the approved budget, the D(D), prepares an annual work plan for roads to be developed and forwards to the DG for approval and MOTIHUD&PW for clearance.
- 15.2 Upon the receipt of the approvals, the procurement process is initiated as per procedure.
- 15.3 Upon receipt of the Contract Document, the Technical Director responsible shall issue Order to Commence Works, to initiate construction of road works, to the Contractor as per RT/85.
- 15.4 Technical Director appoints Engineer's Representative, Project Engineer (PE) and Resident Engineer (RE) for supervision of Works as per contracts provisions.
- 15.5 The RE gives Possession of Site to the Contractor as per RT/86.
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- 15.8 RE measures and documents the works carried out by the Contractor on a monthly basis as per F/22 and reviews IPCs prepared by the Contractor and forwards the same to Technical Director for approval as per F/24.
- 15.9 Upon certifying the IPC by the Technical Director, the same is forwarded to D(CS) for payment as per the contracts provisions.
- 15.10 Upon substantial completion of Works, the Contractor notifies Technical Director on the status of completion of the road project.
- 15.11 The Technical Director shall request the RE to verify the status of the works and confirm whether the works are substantially complete as per the contract's provisions and provide a snag list for any outstanding works.
- 15.12 The DG appoints Inspection and Acceptance Committee who will inspect the works and ascertain that the works are indeed substantially complete. Once the works are accepted, the contractor is issued with a Taking Over Certificate as per F/26 which marks the beginning of DLP.

15.13 Upon expiry of the DLP, the DG appoints Inspection and Acceptance Committee to verify the rectification of any emerging defects and attendance to all outstanding works identified at Substantial Completion stage and issues Defects Liability Certificate to the Contractor as per F/27.

15.14 The Technical Director prepares a Project Completion report and final account.

15.15 The Technical Director hands over the road to D(RAM) for maintenance as appropriate.

## **16.0 DOCUMENTED INFORMATION**

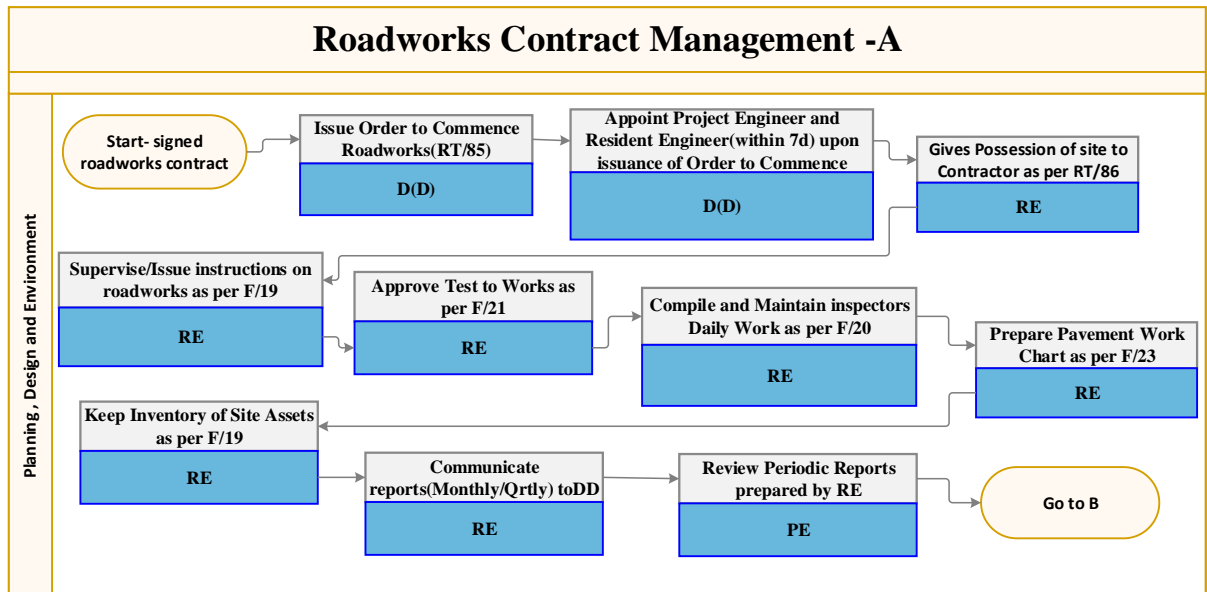
Relevant documented information shall be kept.

## **17.0 APPENDICES/RECORDS**

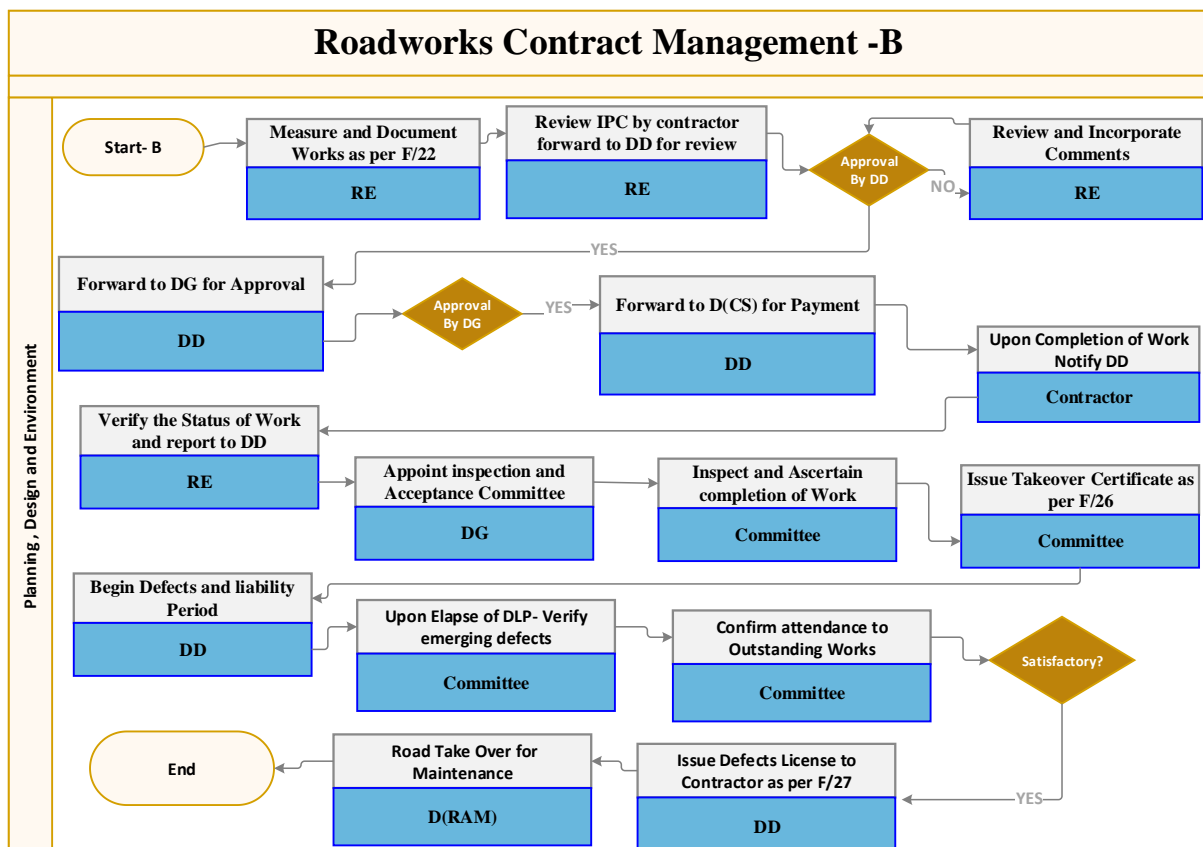
- r) Order to commence – RT/85
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- u) Appointment Letter for Project Engineer – F/17
- v) Appointment Letter for Resident Engineer – F/18
- w) Site Instructions Form – F/19
- x) Test Requisition Form – F/21
- y) Daily Works Inspection Forms – F/20
- z) Pavement Records Charts – F/23
- aa) Monthly Progress Report – RT/2
- bb) Measurement Sheets – F/22
- cc) Interim Payment Certificate – F/24
- dd) Taking Over Certificate – F/26
- ee) Snag List – F/80
- ff) Defects Liability Certificate – F/27
- gg) Project Completion Report – RT/75
- hh) Final Account/Payment Certificate – F/25

## 18.0 PROCEDURE FLOWCHART

### Roadworks Contract Management -A



### Roadworks Contract Management -B





Date .....

[illegible]

## **1.0 OBJECTIVE**

To ensure effective management of periodic maintenance and rehabilitation works.

## **2.0 SCOPE**

Periodic maintenance and rehabilitation works for all roads under KeRRA.

## **3.0 REFERENCES**

- a) Roads Act (2007)- REF/33
- b) Standard Specifications for Road and Bridge Construction, 1986 – REF/77
- c) Approved Budget – RT/106
- d) Approved Procurement Plan – RT/107
- e) Finance Act, 2009 – REF/46

## **4.0 DEFINITION OF TERMS AND ACRONYMS**

<b>Term</b>	<b>Acronym</b>	<b>Definition</b>
	<b>ARWP</b>	Annual Road Works Programme
	<b>KRB</b>	Kenya Roads Board
	<b>DG</b>	Director General
	<b>D (RAM)</b>	Director Road Asset Management
	<b>DD (RAM)</b>	Deputy Director Road Asset Maintenance
	<b>RDD</b>	Regional Deputy Director
	<b>RMS</b>	Road Management System

## **5.0 RESPONSIBILITY**

Overall Responsibility: Director Road Asset Management

## **6.0 METHOD**

6.1 Upon receipt of the approved budget, the D(RAM) shall cause the preparation of Periodic Maintenance and Rehabilitation Annual Work Plans.

6.2 The D(RAM) shall implement the approved Work Plans in reference to Procedure No. 7: Road Works Contracts Management

6.3 The DD(RAM) shall compile the progress of Periodic and Rehabilitation Works on a monthly basis as per (RT/79) and submit to the D(RAM).

6.4 The D (RAM) shall review the report and submit it to the DG for information and necessary action.



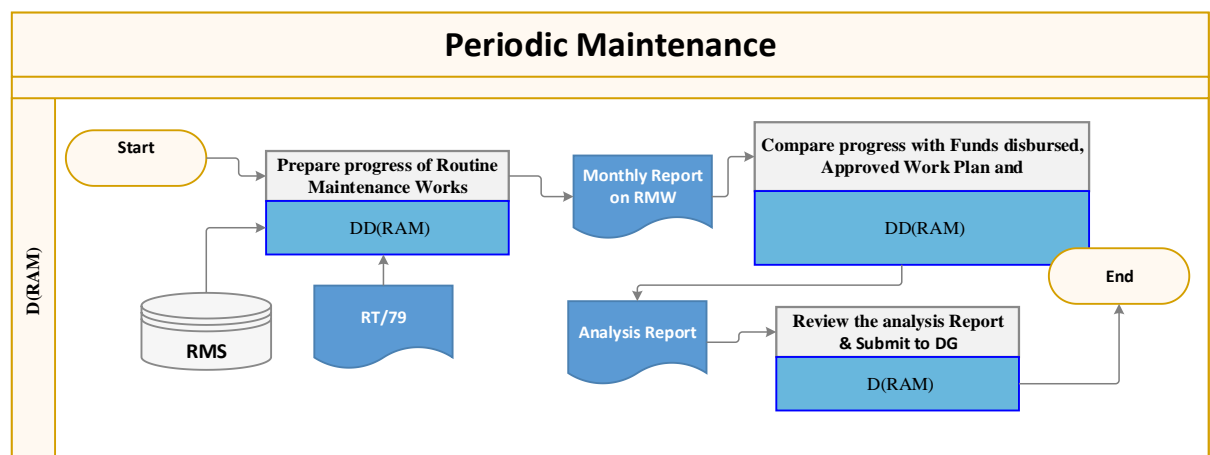
## 7.0 DOCUMENTED INFORMATION

Relevant documented information shall be kept

## 8.0 APPENDICES/RECORDS:

- a) Periodic Maintenance and Rehabilitation Reports (RT/79)
- b) Periodic Maintenance and Rehabilitation Work Plans (RT/128)
- c) Contract Documents – (RT/55)
- d) Payment Certificates – (RT/127)
- e) Completion Certificates – (RT/113)

## 9.0 PROCEDURE FLOWCHART





**Date** .....

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<b>Document:</b> Procedure for Payment Processing	
<b>Department:</b> : Finance and Accounts	<b>Doc No:</b> KeRRA_QMS_OP_25
<b>Effective date:</b> 20th May, 2021	<b>Rev No:</b> 00

## 1.0 OBJECTIVE

To ensure effective management of Routine maintenance/Spot improvement works.

## 2.0 SCOPE

Routine maintenance/Spot improvement works for all roads under KeRRA.

## 3.0 REFERENCES

- a) Roads Act (2007) - REF/33
- b) Finance Act, 2009 – REF/46
- c) Specifications for Small Works and Spot Improvement – REF - 124
- d) KRB Act, 1999 – REF/30

## 4.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	<b>ARWP</b>	Annual Road Works Plan
	<b>APRWP</b>	Annual Public Roads Works Programme
	<b>KRB</b>	Kenya Roads Board
	<b>DG</b>	Director General
	<b>D (RAM)</b>	Director Road Asset Management
	<b>DD (RAM)</b>	Deputy Director Road Asset Maintenance
	<b>RD</b>	Regional Director
	<b>RMS</b>	Road Management System
	<b>CRCs</b>	Constituency Roads Committees

## 5.0 RESPONSIBILITY

Overall Responsibility: Director Road Asset Management

## 6.0 METHOD

6.1 The DG, upon receipt of budgetary ceilings from KRB, shall relay the information to the D (RAM).

6.2 The D (RAM) shall transmit the information to the RDs for them to prepare the work plans for all constituencies in the region in liaison with CRCs as per REF/63.

6.3 The RDs shall within three months prepare the proposed work plans in consultations with respective CRCs and forward to the D (RAM) as per (RT/53).

<b>Document:</b> Procedure for Payment Processing	
<b>Department:</b> : Finance and Accounts	<b>Doc No:</b> KeRRA_QMS_OP_25
<b>Effective date:</b> 20th May, 2021	<b>Rev No:</b> 00

6.4 The D (RAM) shall review the submitted proposed work plans and check for compliance against set ceilings and preparation guidelines.

6.5 In case of non-compliance the D (RAM) shall inform the RD to carry out necessary amendments.

6.6 The D (RAM) shall within one month compile the work plans for all constituencies and forward the consolidated work plan to the DG for transmission to KRB for review and funding.

6.7 Upon receipt of funds, the RDs shall implement road works in accordance to the APRWP, relevant Acts, Contract documents and Specifications.

6.8 The RDs shall report progress of works in the RMS.

6.9 The DD(RAM) shall extract from RMS and compile the progress of Maintenance Works on a quarterly basis as per (RT/79).

6.10 The DD(RAM) shall compare the progress with the funds disbursed and the APRWP and compile a report and submit to D(RAM).

6.11 The D (RAM) shall prepare quarterly, semi-annual and annual reports for Fuel Levy Funded maintenance works for submission to the DG, Board and KRB.

## **7.0 DOCUMENTED INFORMATION**

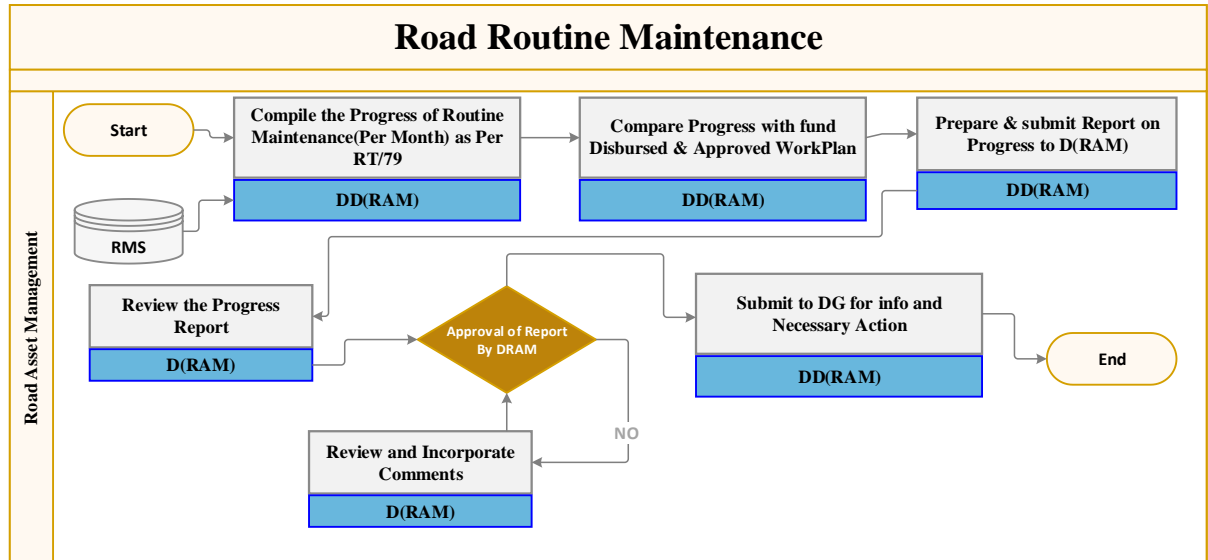
Relevant documented information shall be kept

## **8.0 APPENDICES/RECORDS:**

- a) Routine/Spot Improvement Maintenance Reporting Template (RT/79)
- b) ARWP (RT/53)
- c) APRWP (RT/108)
- d) Quarterly, semi-annual and annual reports for RMLF Works – (RT/133)

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## 9.0 PROCEDURE FLOWCHART



<b>Document:</b> Procedure for Payment Processing	
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## KENYA RURAL ROADS AUTHORITY (KeRRA)

### QUALITY MANAGEMENT SYSTEM

<b>Document Title:</b> Procedure for Payment Processing	
<b>Department:</b> Finance & Accounts	<b>Doc. No:</b> KeRRA_QMS_OP_25
<b>Date of Issue:</b> 20th May, 2021	<b>Rev No:</b> 00
<b>Approved by:</b>  <b>Name</b> .....  <b>Sign</b> .....  <b>Date</b> .....	<b>Issued by:</b>  <b>Name</b> .....  <b>Sign</b> .....  <b>Date</b> .....

### DOCUMENT CHANGES

DATE	CLAUSE	AUTHORIZED BY

<b>Document:</b> Procedure for Payment Processing	
<b>Department:</b> : Finance and Accounts	<b>Doc No:</b> KeRRA_QMS_OP_25
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## 1.0 OBJECTIVE

To provide guidelines on timely settlement of financial obligations.

## 2.0 SCOPE

All Financial obligations of the Authority

## 3.0 REFERENCES

- a) Public Financial Management Act 2012 and Regulations 2015 – REF/39,
- b) Income Tax Act – REF/40
- c) VAT Act – REF/41
- d) The Salaries and Remuneration Commission Act, 2011 – REF/
- e) The Public Procurement and Disposal of Assets law, 2015 and Regulations – REF/54
- f) Treasury Circulars
- g) Financing agreements REF/118
- h) Contract Documents RT/55
- i) KeRRA Finance REF/47
- j) KeRRA HR Policy and Procedure Manual REF/57

## 4.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	<b>DG</b>	Director General
	<b>HoD(s)</b>	Head of Departments Directors/Deputy Directors
	<b>D(CS)</b>	Director Corporate Services
	<b>DD(F&amp;A)</b>	Deputy Director (Finance & Accounts)
	<b>MOTIHU&amp;PW</b>	Ministry of Transport, Infrastructure, Housing, Urban Development & Public Works
	<b>RMLF</b>	Road Maintenance Levy Fund
	<b>KRB</b>	Kenya Roads Board
	<b>AIE</b>	Authority to Incur Expenditure

## 5.0 RESPONSIBILITY

The **DD (F&A)** shall be responsible for the implementation of this procedure.

## 6.0 METHOD

- 6.1 Upon receipt of the approved budget from the DG, the DCS in liaison with DD (F&A) shall upload the same to the accounting system.
- 6.2 Upon receipts of Payment Request, they are categorized under imprests and general creditors (Contractors, Suppliers and Service providers)

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6.3 For imprests payment request the DD (F&A) will ensure the documents are examined, verified and posted in the accounting system. The approved payment request shall be authorized in the accounting system and payment made within 7 days.

6.4 For General creditors, the DD (F&A) will ensure the documents are examined, verified and authorized for inclusion in the pending bill register and cash requests made.

6.5 Upon receipt of the cash from MOTIHUD&PW, the DD (F&A) will ensure that the payments are made within 7 days.

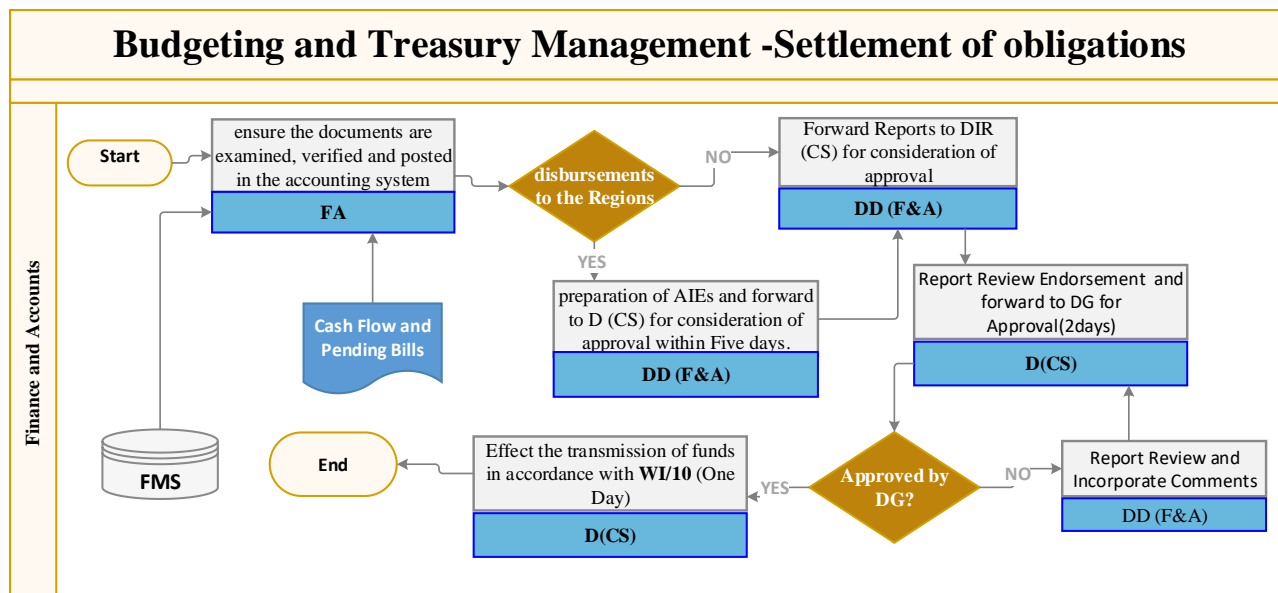
## 7.0 DOCUMENTED INFORMATION

Relevant documented information shall be kept

## 8.0 APPENDICES/RECORDS:

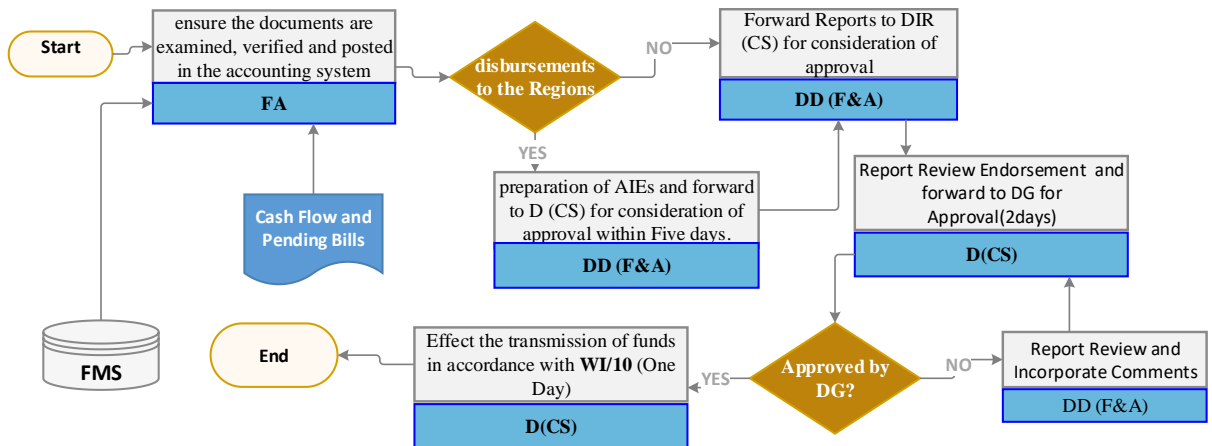
- Payment Voucher – F/31
- Cash flow Statement – RT/33
- Pending Bill register – REG/92
- Payment requests – F/104

## 9.0 PROCEDURE FLOWCHART





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<b>Document</b> Procedure for Management of Visitors	
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## KENYA RURAL ROADS AUTHORITY (KeRRA)

### QUALITY MANAGEMENT SYSTEM

<b>Document Title:</b> 37 Procedure for Staff Recruitment & Selection	
<b>Department:</b> Human Resource Management	<b>Doc. No:</b> KeRRA_QMS_OP_37
<b>Date of Issue:</b> 20th May, 2021	<b>Rev No:</b> 00
<b>Approved by:</b>  <b>Name</b> .....  <b>Sign</b> .....  <b>Date</b> .....	<b>Issued by:</b>  <b>Name</b> .....  <b>Sign</b> .....  <b>Date</b> .....

#### DOCUMENT CHANGES

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## 1.0 OBJECTIVE

To ensure effectiveness, timeliness, consistency, accuracy and transparency in recruitment and selection of staff

## 2.0 SCOPE

This procedure covers recruitment and selection of all staff from entry to exit

## 3.0 REFERENCES

- a) Employment Act 2007 – REF/42
- b) Staff Establishment – REF/100
- c) Civil Service Code of Regulations (Revised 2006) – REF/56
- d) KeRRA Strategic Plan – REF/92

## 4.0 DEFINITION OF TERMS AND ACRONYMS

Term	Acronym	Definition
	<b>KeRRA</b>	Kenya Rural Roads Authority
	<b>DD(HRM)</b>	Deputy Director (Human Resource Management)
	<b>HOD</b>	Directors/Deputy Directors/Heads of Sections
	<b>DG</b>	Director General

## 5.0 RESPONSIBILITY

The **DD(HRM)** shall be responsible for the implementation of this procedure.

## 6.0 METHOD

- 6.1 Within the provisions of the approved Staff Establishment, HODs shall make requests for additional staff as necessary as per form F/85 to the **DD(HRM)**
- 6.2 Upon receipt of the HODs request, the **DD(HRM)** shall seek for approval of the DG to recruit.
- 6.3 If approval is given, the **DD(HRM)** in consultation with the HOD shall prepare job requirements and person specifications and ascertain whether or not suitable candidates are available internally.
- 6.4 If not approved the **DD(HRM)** shall notify the respective HODs

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- 6.5 If there are suitable candidates within the Authority, the **DD(HRM)** shall issue an appropriate internal advertisement to all staff of the Authority.
- 6.6 If there are no suitable internal candidates the **DD(HRM)** shall prepare the advertisement and forward to DG for approval.
- For Grades 1 to 4, an appropriate advert shall be placed in the local dailies and the Authority's website.
  - For grade 5 and above, candidates shall either be sourced competitively from the existing data bank or advertised externally
- 6.7 The **DD(HRM)** shall publish invitation for applications for advertised posts at least 14 days before closing date.
- 6.8 All advertisements must be checked by HODs and must have the following contents of the job:
- The job title - which should be gender neutral;
  - Main purpose or function of the job - a brief statement;
  - Main tasks, duties and responsibilities,
  - The scope of the job.
- 6.9 Upon receipt of applications, the **DD(HRM)** shall in consultation with the relevant HOD recommend a short listing Committee, for appointment by the DG, to determine eligible applicants.
- 6.10 Short listing shall be done by all members of the committee by assessing the candidates' resume against selection criteria listed in role description.
- 6.11 The short listing Committee shall determine eligible applicants for interview and suitable interview date.
- 6.12 Candidates are then called verbally, invited in writing to attend an interview and an email sent by **DD(HRM)**.
- 6.13 The interview panel will be as follows
- For Grade 1, 2, 3 & 4, HR Committee of the Board
  - For Grades 5 to 10, Management appointments committee of the Board

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6.14 The secretary of the interviewing panel shall summarize the outcome and recommendations of the interviewing panel for presentation to the Board

- a) The recommendation is to be based on consensus of the selection/interview panel in consideration of the information gathered and verified throughout the selection process.

6.15 Unless no candidate is considered capable of meeting the requirements of the job, the selection committee will recommend the candidate considered to be the most meritorious.

This is based on a comparative assessment of the candidate's abilities, skills, knowledge, qualifications and potential, against the selection criteria.

6.16 Where the selection committee cannot reach consensus, the **DD(HRM)** should confer with DG to determine a course of action

6.17 The Board shall approve/decline the interview report and direct the DG on the next course of action.

6.18 If the Board approves the report, the **DD(HRM)** shall prepare appointment letters as per template RT/44 and regret letters as per template RT/45 for the successful and unsuccessful candidates respectively for signature by the DG as per the Board's decisions and dispatch to the applicants.

6.19 If not approved the DG will consult the board for the next course of action.

6.20 The successful applicant shall signify his/her acceptance of the offer in writing to the **DD(HRM)** within twenty-one (21) days from the date of receipt of the appointment letter.

6.21 If the candidate does not accept the offer, it shall be withdrawn and offered to the next qualified applicant or the position is re-advertised in case no other candidate is suitable to fill the vacancy.

6.22 The appointed staff is deployed to the relevant department for assignment of duties.

## 7 DOCUMENTED INFORMATION

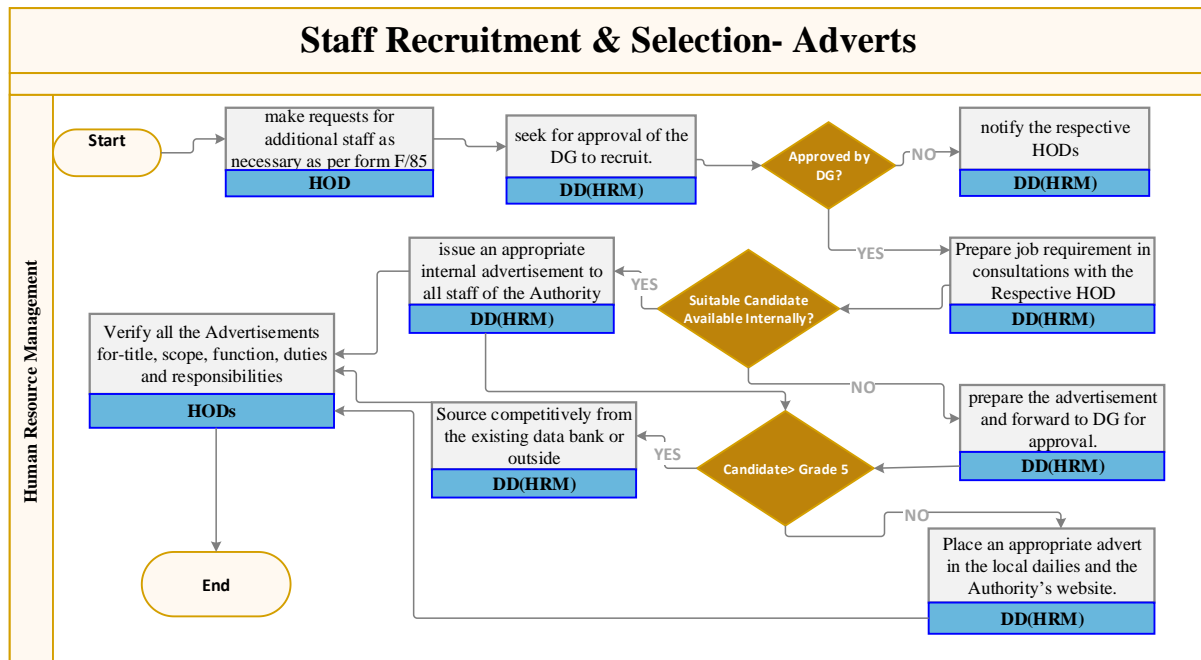
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Relevant documented information shall be kept

## 8 APPENDICES/RECORDS:

- Appointment Letter (RT/44)
- Regret Letter (RT/45)
- Interview Register (REG/42)
- Staff Requisition (F/85)
- Interview Reports (RT/
- Adverts (RT/102
- Minutes – (REG/2)
- List of applications – (REG/ 90
- Short listing evaluation form (F/108)
- Evaluation score Card (F/

## 9 PROCEDURE FLOWCHART



## Document Procedure for Management of Visitors

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### Staff Recruitment & Selection-Application Processing

