



## KENYA RURAL ROADS AUTHORITY

**FINANCIAL YEAR 2020-21**

### COMPLAINTS HANDLING AND MANAGEMENT INFRASTRUCTURE

NO	INDICATORS	DETAILS OF IMPLEMENTATION			
<b>Part A: MANAGEMENT INFRASTRUCTURE</b>					
<b>A1</b>	Physical Location	Barabara Plaza, Airport South Road, off Mombasa Road, Nairobi.			
<b>A2</b>	Complaints handling Personnel	<b>Name</b>	<b>Position</b>	<b>Contacts</b>	
				<b>Telephone No.</b>	<b>Email</b>
		Eng. Philemon Kandie	Ag. Director General	020-8013846 Ext.1467/81	<a href="mailto:dgkerra@kerra.go.ke">dgkerra@kerra.go.ke</a>
		Catherine Butaki	Deputy Director (Public Affairs & Communication)	020-8013846 Ext.1477	<a href="mailto:catherine.butaki@kerra.go.ke">catherine.butaki@kerra.go.ke</a>
		Reuben Omondi	Information Access Coordinator	020-8013846 Ext.1470	<a href="mailto:reuben.omondi@kerra.go.ke">reuben.omondi@kerra.go.ke</a>
Attached is a list of the designated Access to Information Officers ( <b>Appendix 1</b> )					
<b>A3</b>	Communication Channels	Complaint desk e-mail		<a href="mailto:feedback@kerra.go.ke">feedback@kerra.go.ke</a> OR <a href="mailto:publicrelations@kerra.go.ke">publicrelations@kerra.go.ke</a>	
		Dedicated Telephone line (s)		(+254) 020-8013846 Ext.1477 (For Regional Offices See <b>Appendix 2</b> overleaf)	
		Email address of the institution		<a href="mailto:kerra@kerra.go.ke">kerra@kerra.go.ke</a>	
		Website		<a href="http://www.kerra.go.ke">www.kerra.go.ke</a>	
		Email address of the Accounting Officer		<a href="mailto:dgkerra@kerra.go.ke">dgkerra@kerra.go.ke</a>	
<b>Part B: SERVICE STANDARD MEASURES</b>					
<b>B1</b>	<b>Current Service Charter</b>	Revised resolved Service Charter (Bearing the Commissions Contacts and reviewed to accommodate access to information provisions)		Copy Attached ( <b>Appendix 3</b> )	
<b>B2</b>	<b>Complaints Register</b>	I. Complaints Register Cover, First and Last Page Scans II. Access to Information Register		Both Developed and in existence as per the 10 <sup>th</sup> Edition Guidelines	
<b>Part C: SERVICE STANDARD MEASURES</b>					
<b>C1</b>	<b>Complaint Handling Policy and Procedure</b>			Attached	
<b>C2</b>	<b>Access to Information procedures</b>			Attached	
<b>C3</b>	<b>I.Complaint handling committee members appointment letters and Minutes of meetings held II.Notification Letter of the Access to Information Officer(s)</b>			A.I.O's Appointed	

# KENYA RURAL ROADS AUTHORITY

## ACCESS TO INFORMATION OFFICERS DETAILS, FY2020-2021

S/No.	NAME	DESIGNATION	DEPARTMENT/REGION
1.	Reuben Omondi	AIO'S Coordinator	HQ
2.	Adams Omolo	Principal Procurement Officer	HQ
3.	Simon Kimani	S.C.M.T Assistant	Taita Taveta
4.	Leonard Ouma Mrongo	Roads Officer	Lamu
5.	Francis Macharia	CRS	Laikipia
6.	Alfred M. Karani	Supply Chain	Nyamira
7.	Elijah Muthuri Meshack	Supply Chain Ass	Isiolo
8.	Rama Jackson	Fleet/Facilitator	Nairobi
9.	Zipporah Waweru	Accountant	Finance/Nyandarua
10.	Wilson Lelei	CRO	Uasin Gishu
11.	Gilbert Kimaiyo	Procurement	Kilifi
12.	Patrick W. Muchai	Chief Superintendent Roads (CSR)	Baringo
13.	Rose Onyancha	Office Administrator	Nyamira
14.	Margaret Nyambu	Office Assistant	Uasin Gishu
15.	Mark Owiti Owino	Office Assistant	Migori
16.	Ali Abdi Baricha	CRO	Wajir
17.	Silas Chara Nyamwaya	Road Inspector	Kisumu
18.	Alice W. Wakaba	Office Administrator	Murang'a
19.	Francis Kimenye	CRO	Makueni
20.	Joseph W. Rugenyi	CRO	Kiambu
21.	Catherine Kilonzi	Accountant	HQ
22.	Josephine Njeri	Exe. Office Administrator	HQ
23.	Julius Makomere	Surveyor	HQ
24.	Irene Ngigi	Office Administrator	Embu
25.	Angela Odera	Engineer	HQ
26.	Thomas Kandie	N/Admin	HQ
27.	Edward Miruni	Procurement	Vihiga
28.	Daniel Mwenda	ICT	Machakos
29.	Caren Chepkirui	ICT	H/Bay
30.	Daniel Walela	ICT	West Pokot
31.	Janet K. Momanyi	ICT	Kwale
32.	Stephen Mwaura	PA	Tharaka Nithi

33.	Rose Ondier	P.E.S.	HQ
34.	John M. Nganga	Manager (P/R2000)	HQ
35.	Francis Mwaura	Chief Supt. Roads	Laikipia
36.	Josephine Ndeto	ICT	Garissa
37.	Peris Muthoni	ICT	Samburu
38.	Christine Chiwetse	ICT	Taita Taveta
39.	David Kayalo	ICT	Lamu
40.	Richard Ngaru	Engineer Roads	HQ
41.	Martin Njeru	Proc. Asst.	Isiolo
42.	Dida Duba	Office Asst.	Marsabit
43.	Clara Wacharo	Office Asst.	HQ
44.	Charles Obura	CRO	Kakamega
45.	Christine Chiwetse	ICT	Taita Taveta
46.	Paul Mbogo	ICT	Narok
47.	Boniface Musyoki	Procurement	Kitui
48.	Lilian Murimi	ICT Asst.	Kirinyaga
49.	Mary Wachira	Office Administrator	Nyeri
50.	Kioni P. Gathiga	Procurement	Tana River
51.	David Mwangi	Auditor	HQ
52.	Caroline Chebet	Procurement	Nakuru
53.	Sarah Ochoo	Office Administrator	Kisii
54.	Paul Mbogo	ICT	Narok
55.	Boniface Musyoki	Procurement	Kitui
56.	Grace Ndemo	CRO	Trans Nzoia
57.	Charity Kiget	Legal Officer	HQ
58.	Timothy Chelang'a	Senior Road Inspector	Keiyo Marakwet
59.	Tabitha Wangechi	Office Administrator	Nairobi Region
60.	Moses Asiyu	Inspector Roads	Meru
61.	Moffat Kitheka	ICT	Bomet
62.	Hildah Chebet	Office Asst.	Admin Bungoma
63.	Lucy Njagi	Office Asst.	Nakuru
64.	Lawrence Lolii Angella	Snr.Asst..Roads Officer	Turkana
65.	Peter Wangombe	R.A	Mandera
66.	Edward Lasoi	ICT	Kericho
67.	Lucy Njagi	Office Asst.	Nakuru



## ALMASHAURI YA BARABARA ZA MASHINANI

### MKATABA WA HUDUMA KWA WATEJA

#### RUWAZA: Kurahisisha Upataji Wa Huduma na Raslimali

#### DHAMIRA: Kuunda, kusimamia na kutunza barabara za Serikali Kuu za Kisekondari MAADILI KUU

- Utawala bora
- Utaalamu
- Uzinduzi
- Uadilifu
- Usawa
- Utendakazi kwa pamoja
- Ushirikiano

#### MWITO: Kuunganisha Magatuzi za Kenya

Na.	HUDUMA	YANAYOHITAJIKA/MAJUKUMU YA WASHIKA DAU	ADA	MUDA WA KUHUDUMIWA	
1.	Kuhudumia Wateja	Ungwana na uwazi	Hailipishwi	Ndani ya Dakika Kumi (10)	
2.	Ialamishi na Maswali	1. Ukweli na Uadilifu 2. Kutumia njia rasmi ikijumuisha: • Kuja Kibinafsi • Kutumia Simu • Barua au Barua pepe • Sanduku za Maoni	Hailipishwi	Kututembelea Kibinafsi	Dakika Kumi (10)
				Barua	Siku 21
				Barua pepe	Siku Tatu (3)
				Ukaguzi wa Miradi	Siku Kumi (10)
				Kazi za Dharura	Masaa 48 (Haitazidi Siku 14)
3.	Ununuzi wa Bidhaa na Huduma	1. Uhakikisho wa Kusajiliwa panapohitajika 2. Kununua stakabadhi zilizohitajika 3. Kufuata matakwa ya kikandarasi 4. Kupeana maoni ya ukweli na kwa wakati unaofaa 5. Kutii sharia na kanuni zote zinazohusika	Kulingana na matangazo	Kulingana na Sheria Rasmi ya Ununuzi wa Mwaka 2015 na Kanuni Zake Zote	
4.	Upangaji wa Mikakati ya Barabara	1. Kushiriki kwa umma katika vikao maalum vya kutoa maoni 2. Ushirikiano 3. Maoni ya baadaye	Ulipaji Ushuru	Mipango ya Kimkakati	Miaka Mitano (5)
				Mipango ya Kila Mwaka	Miezi sita (6) kabla ya mwisho wa mwaka
				Miundo na Michoro ya Barabara	Miezi Sita
				Ufuatiliaji na Tathmini	Kila Miaka Miwili
5.	Ujenzi wa Barabara	1. Kushiriki kwa umma katika vikao maalum vya kutoa maoni 2. Ushirikiano 3. Maoni ya baadaye	Ulipaji Ushuru	Kuundwa kwa Barabara Mpya	Kulingana na Kandarasi
				Kazi za Kidharura	Siku Sitini (60)
				Notisi za Umma	Siku Tatu (3)
6.	Utunzi na Ukarabati wa Barabara	1. Kushiriki kwa umma katika vikao maalum vya kutoa maoni 2. Ushirikiano 3. Maoni ya baadaye	Ulipaji Ushuru	Mpangilio wa Kuunda Barabara Kila Mwaka	Miezi sita (6) kabla ya mwisho wa mwaka
				Ukarabati wa Barabara	Kulingana na Kandarasi
				Kazi za Kidesturi	Kila Mwaka
7.				Ruhusa ya ujenzi kwa hifadhi ya barabara	Siku Thelathini (30)
8.	Malipo ya Bidhaa na Huduma	Kutoa stakabadhi zinazohusika kama vile: • Fomu iliyo na taarifa ya Benki ( Fomu ya KERRA BD 1) • Agizo la Huduma au Ununuzi • Ankara/ invoisi • Vidokezo vya Uwasilishaji • Vyeti sahihi vya malipo yaliyosainiwa • Rekodi za upimaji	Hailipishwi	Kazi za Barabara	Kulingana na Kandarasi
				Huduma za Ushauri wa Kiutamalu	Kulingana na Kandarasi
				Bidhaa na Huduma zinginezo	Siku Thelathini (30)
9.	Kuajiri	1. Barua ya maombi 2. Mahitaji yanayolingana na Matangazo	Hailipishwi	Miezi Mitatu (3)	
10.	Kazi Tarajali	1. Barua rasmi kutoka shule yako 2. Barua ya Maombi 3. Wasifu wako 4. Jalada la Bima la Kuhusu Fidia	Hailipishwi	Miezi Mitatu (3)	
11.	Kutoa Habari na Taarifa za Umma	1. Ukweli na Uadilifu 2. Toa Malipo Ikiwa Yataitajika 3. Kutumia njia rasmi ikijumuisha: • Kuja Kibinafsi • Kutumia Simu • Barua au Barua pepe • Sanduku za Maoni	Kulingana na Sheria ya Utoaji Habari na Taarifa kwa Umma	Kututembelea Kibinafsi	Dakika Kumi (10)
				Barua	Siku 21
				Barua pepe	Siku Tatu (3)
				Ukaguzi wa Miradi	Siku Kumi (10)
				Ombi la Dharura	Masaa 48 (Haitazidi Siku 14)

Tumejitolea kutoa huduma kwa heshima na ubora. Kwa Malalamiko, ombi au maoni kuhusu huduma na bidhaa zetu, piga ripoti kupitia;

**MAHALI PETU PA OFISI:**  
Almashauri ya Barabara ya Mashinani,  
Barabara Plaza-Block B, Barabara ya Airport  
South Road  
Ikipakana na Barabara ya Mombasa Road,  
Kenya.

**ANWANI ZETU:**  
S. L. Posta 48151-00100 Nairobi, Kenya.  
Simu: (20)7807600-605 AU +254 724735568  
Anwani ya barua pepe: [kerra@kerra.go.ke](mailto:kerra@kerra.go.ke)  
Tovuti Yetu: [www.kerra.go.ke](http://www.kerra.go.ke)  
AU Tembelea Ofisi Zetu Zilizoa Karibu Nawe Kote Nchini

**TUME YA USIMAMIZI WA HAKI NA MALALAMISHI YA UMMA (CAJ):**  
S. L. Posta 20414-00200 Nairobi, Kenya.  
Simu: +254(20)2270000/2303000/263765/8030666  
Anwani ya barua pepe: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
Tovuti: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)  
Anani ya Twitter: @kenyasombudsman na Facebook: Ombudsman Kenya



**KENYA RURAL ROADS AUTHORITY**

**RESOLVED CITIZENS' SERVICE DELIVERY CHARTER**

**VISION: Easy Access to Resources and Services**

**MISSION: To Develop, Manage and Maintain the National Secondary Trunk Road Network**

**CORE VALUES**

- Good Governance
- Professionalism
- Innovation
- Integrity
- Equity
- Team work
- Collaboration

**Motto: Connecting Devolved Kenya**

No.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE	
1.	Attending to customers	Courtesy and clarity	None	Within 10 Minutes	
2.	Complaints and Inquiries Responses	1. Honesty and Integrity 2. Use of appropriate channels including: • Physical visits • Telephone • Letter or email • Suggestion boxes	None	Physical visit	10 Minutes
				Letters	21 working days
				e-mail	3 Working Days
				Field Inspection	10 working days
				Emergency	48 hours (Maximum of 14 Days)
3.	Procurement of Goods and Services	1. Ensure prequalification where applicable 2. Purchase/Download bid documents 3. Compliance with contract provisions 4. Provide timely and adequate feedback 5. Adhere to applicable laws and regulations	As Advertised	As per the Public Procurement & Asset Disposal Act 2015 and supporting legislation	
4.	Road Planning and Development	1. Public Participation via formal channels 2. Cooperation 3. Feedback	Meeting Tax Obligations	Strategic Planning	5 Years
				Annual Planning	6 Months to Year End
				Road Design	6 Months
				Monitoring & Evaluation	Bi-Annually
5.	Construction of Roads	1. Public Participation via formal channels 2. Cooperation 3. Feedback	Meeting Tax Obligations	New Roads Construction	As per Contract
				Emergency Works	60 Days
				Public Notice for Road Works	3 Working Days
6.	Maintenance of Roads	1. Public Participation via formal channels 2. Cooperation 3. Feedback	Meeting Tax Obligations	Annual Road Work Plan	6 Months to Year End
				Rehabilitation of Roads	As per Contract
				Routine Maintenance	Annual
				Approval of Roadside Development	30 Working Days
7.	Payment for Goods and Services	Timely availing of relevant documents such as; • Bank Details as per KeRRA Form (BD 1) • Local Service/Purchase Order • Invoices • Delivery Notes • Duly signed payment certificates • Measurement Records	None	Road Works	As per the Contract
				Consultancy Services	As per the Contract
				Goods and Other Services	Within 30 days
8.	Recruitment	1. Letter of Application 2. Requirements in response to Advertisement	None	3 Months	
9.	Industrial Attachment	1. Relevant letter from training institution 2. Letter of Application 3. Curriculum Vitae 4. Indemnity Insurance Cover	None	3 Months	
10.	Access to Information	1. Honesty and Integrity 2. Pay prescribed charges 3. Use of appropriate channels including: • Physical visits • Telephone • Letter or email • Suggestion boxes	As prescribed in the Access Information Act, 2016	Physical visit	10 Minutes
				Letters	21 working days
				e-mail	3 working days
				Field Inspection	10 working days
				Exigent Information Requests	48 hours (Extendible once to a maximum 14 days)

**We are committed to Courtesy and Excellence in service delivery. Any non-conforming staff member, service or good should be reported to:**

**OUR PHYSICAL LOCATION:**  
Kenya Rural Roads Authority,  
Barabara Plaza Block B,  
Airport South Road,  
P.O Box 48151 - 00100  
NAIROBI, Kenya  
  
Visit [www.kerra.go.ke](http://www.kerra.go.ke) to locate our 47 Regional Offices

**OUR CONTACTS:**  
P. O. Box 48151-00100 Nairobi, Kenya.  
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(20) 7807600/7807601/7807602/7807603/7807604/7807605 OR +254 724735568  
Email: [kerra@kerra.go.ke](mailto:kerra@kerra.go.ke)  
Website: [www.kerra.go.ke](http://www.kerra.go.ke)  
OR  
The Relevant Regional Office as indicated on our website.

**THE COMMISSION ON ADMINISTRATIVE JUSTICE (CAJ):**  
P. O. Box 20414-00200, Nairobi, Kenya.  
Tel: +254  
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Twitter: @kenyasombudsman Facebook: Ombudsman Kenya