



## KENYA RURAL ROADS AUTHORITY

**FINANCIAL YEAR 20119-20**

### 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. Luka Kimeli	Director General	020-8013846 Ext.1467/81
		Catherine Butaki	Deputy Director (Public Affairs & Communication)	020-8013846 Ext.1477
		Reuben Omondi	Information Access Coordinator	020-8013846 Ext.1470
		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 9 <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, 2019**

<b>S/No.</b>	<b>NAME</b>	<b>DESIGNATION</b>	<b>DEPARTMENT/REGION</b>
1.	Reuben Omondi	AIO`S Coordinator	HQ
2.	Adams Omolo	Procurement	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	Secretary	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	Secretary	Murang'a
19.	Francis Kimenye	CRO	Makueni
20.	Joseph W. Rugenyi	CRO	Kiambu
21.	Catherine Kilonzi	Accountant	HQ
22.	Josephine Njeri	Exe. Secretary	HQ
23.	Julius Makomere	Surveyor	HQ
24.	Irene Ngigi	Secretary	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	Mombasa
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	Secretary	Nyeri
50.	Kioni P. Gathiga	Procurement	Tana River
51.	David Mwangi	Auditor	HQ
52.	Caroline Chebet	Procurement	Nakuru
53.	Sarah Ochoo	Secretary	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	Secretary	Nairobi Region
60.	Moses Asiyo	Inspector Roads	Meru
61.	Moffat Kitheka	ICT	Bomet
62.	Maureen Tallam	Office Asst.	Admin HQ
63.	Hildah Chebet	Office Asst.	Admin Bungoma
64.	Lucy Njagi	Office Asst.	Nakuru
65.	Lawrence Lolii Angella	Snr.Asst..Roads Officer	Turkana
66.	Peter Wangombe	R.A	Mandera
67.	Edward Lasoi	ICT	Kericho
68.	Maureen Tallam	Office Asst.	Admin HQ
69.	Lucy Njagi	Office Asst.	Nakuru



## KENYA RURAL ROADS AUTHORITY

### RESOLVED SERVICE CHARTER

#### VISION

**To be a provider of an adequate, quality, safe and efficient rural road network**

#### MISSION

**To develop, construct, maintain and manage the rural road network for sustainable social-economic development**

#### CORE VALUES

<ul style="list-style-type: none"> <li>• Good Governance</li> <li>• Patriotism</li> <li>• Inclusiveness</li> <li>• Equality</li> <li>• Social Justice</li> <li>• Integrity</li> <li>• Professionalism</li> <li>• Economic Use of Resources</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership</li> <li>• Creativity</li> <li>• Teamwork</li> <li>• Reliability in Service Delivery</li> <li>• Sustainable development</li> <li>• Equity</li> <li>• Transparency and accountability</li> </ul>
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NO	SERVICE RENDERED	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINES	
1.	Attending to customers at our premises	Courtesy and clarity	None	Within 10 Minutes	
2.	Response to complaints and inquiries	1. Honesty and integrity 2. Use of appropriate channels including: <ul style="list-style-type: none"> <li>• Pay a visit to our office</li> <li>• Call our office lines</li> <li>• Write a letter or email to the Director General, The Relevant Regional Manager OR The Commission on Administrative Justice (CAJ)</li> <li>• Use suggestion boxes at our offices countrywide</li> </ul>	None	Personal visit Phone call Letters e-mail Field visit Emergency	10 Minutes Within 3 rings 10 working days 48 hours 10 working days 48 hours (Extendible once to a maximum 14 days)
3.	Procurement of Goods and Services	Adhere to the Public Procurement & Asset Disposal Act 2005 and supporting legislation, including but not limited to: <ul style="list-style-type: none"> <li>• Ensure prequalification as applicable</li> <li>• Purchase bid documents</li> <li>• Compliance with contract provisions</li> <li>• Provide timely and adequate feedback for prompt resolution of contractual matters</li> </ul>	As Advertised	As per the Public Procurement & Asset Disposal Act 2005 and supporting legislation	
4.	Payment for Goods and Services	Timely availing of relevant documents, including but not limited to: <ul style="list-style-type: none"> <li>• Bank Details as per KeRRA Form (BD 1)</li> <li>• Local Service/Purchase Order</li> <li>• Invoices</li> <li>• Delivery Notes</li> <li>• Duly signed payment certificates</li> <li>• Measurement Records</li> </ul>	None	Road Works Consultancy Services Goods and Other Services	As per the Contract As per the Contract Within 30 days
5.	Recruitment	<ul style="list-style-type: none"> <li>• Letter of Application</li> <li>• Requirements in response to Advertisement</li> </ul>	None	3 Months	
6.	Industrial Attachment	<ul style="list-style-type: none"> <li>• Relevant letter from training institution</li> <li>• Letter of Application</li> <li>• Curriculum Vitae</li> <li>• Indemnity Insurance Cover</li> </ul>	None	3 Months	
7.	Access to information	1. Honesty and integrity 2. Pay prescribed charges 3. Use of appropriate channels including: <ul style="list-style-type: none"> <li>• Pay a visit to our office</li> <li>• Call our office lines</li> <li>• Write a letter or email to the Director General, The Relevant Regional Manager OR The Commission on Administrative Justice (CAJ)</li> <li>• Use feedback boxes at our offices countrywide</li> </ul>	As prescribed in the Access Information Act 2016	Personal visit Phone call Letters e-mail Field visit Urgent Information Requests	30 Minutes Within 3 rings 21 working days 48 hours 10 working days 48 hours (Extendible once to a maximum 14 days)
<b>OUR PHYSICAL LOCATION:</b> Kenya Rural Roads Authority, Blueshield Towers-6th Floor, Hospital Road Upper Hill Nairobi, Kenya.  Visit <a href="http://www.kerra.go.ke">www.kerra.go.ke</a> to locate our 47 Regional Offices		<b>OUR CONTACTS:</b> P. O. Box 48151-00100 Nairobi, Kenya. Tel: +254 (20) 8013946/2710464/2710451 Email: <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> OR The Relevant Regional Office as indicated on our website.		<b>THE COMMISSION ON ADMINISTRATIVE JUSTICE (CAJ):</b> P. O. Box 20414-00200, Nairobi, Kenya. Tel: +254 (20) 2270000/2303000/263765/8030666 Email: <a href="mailto:comcaj@ombudman.go.ke">comcaj@ombudman.go.ke</a> Website: <a href="http://www.ombudman.go.ke">www.ombudman.go.ke</a> Twitter: @kenyasombudman Facebook: Ombudsman Kenya	