



**KENYA URBAN ROADS AUTHORITY**

*Efficient and Safe Urban Roads*

# **CITIZEN SERVICE DELIVERY CHARTER**

**AUGUST, 2018**

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## 1.0 INTRODUCTION

Kenya Urban Roads Authority (KURA) a State Corporation established under the Kenya Roads Act, 2007 and is responsible for the Management, Development, Rehabilitation and Maintenance of National Urban Roads.

Our Citizen Service Delivery Charter affirms the commitment to offer quality service and to continuously improve our service delivery to satisfy our clients' expectations. It is designed to empower our clients towards making informed choices from a wide range of services and products on offer. We value our clients' feedback on our services and delivery mechanisms. Such feedback will be treated with ethical consideration.

The implementation of this Service Charter shall be guided by the provisions on National Values and Corporate Governance as provided under Chapter 2 Article 10 of The Constitution of Kenya 2010. These values include:

- a) **Patriotism, National Unity, sharing and Devolution of Power, Rule of Law, Democracy and Participation of the People;**
- b) **Human Dignity, Equity, Social Justice, Inclusiveness, Equality, Human Rights, Non-discrimination and Protection of the Marginalized;**
- c) **Good Governance, Integrity, Transparency and Accountability; and**
- d) **Sustainable Development**

## 2.0 MANDATE

Our mandate as defined in the Kenya Roads Act, 2007 is the Management, Development, Rehabilitation and Maintenance of **National** Urban Road Network.

## 3.0 VISION

**A world class urban road network for sustainable development**

## 4.0 MISSION

**To provide and manage quality, safe and adequate urban road network**

## 5.0 CORE VALUES

KURA is dedicated to excellence and provision of high quality professional services to its customers. The values that guide our vision and mission are:

**Commitment:**

We are persistently dedicated to effectively meet stakeholder needs despite hindrances .We shall be decisive and action oriented.

**Professionalism:**

We shall be ensure efficient and effective Service Delivery through peak performance and passion.

**Teamwork:**

We recognize the synergy brought about by team work to this end, we shall diligently work together as a team to ensure collective achievement of our common vision and mission to effectively meet our stakeholder needs.

**Integrity:**

We shall promote Transparency, Accountability, Objectivity, Social Justice and environmental stewardship in our work

**Equity:**

We are committed to embracing fairness, diversity and promoting inclusiveness in all our undertakings.

## 6.0 CORE FUNCTIONS

Our core functions and duties are as outlined below:

- (a) Constructing, upgrading, rehabilitating and maintaining roads under our control;
- (b) Controlling urban road reserves and access to roadside developments;
- (c) Implementing roads policies in relation to urban roads;
- (d) Ensuring adherence by motorists to the rules and guidelines on axle load control prescribed under the Traffic Act and under any regulations under the Kenya Roads Act, 2007;
- (e) Ensuring that the quality of road works is in accordance with such standards as may be defined by the Cabinet Secretary;

- (f) In collaboration with the Ministry responsible for Transport & Infrastructure and the Police Service, overseeing the management of traffic and road safety on urban roads;
- (g) Monitoring and evaluating the use of urban roads;
- (h) Planning the development and maintenance of urban roads;
- (i) Collecting and collating all such data related to the use of urban roads as may be necessary for efficient forward planning under the Kenya Roads Act, 2007;
- (j) Preparing the road works programmes for all urban roads;
- (k) Liaising and coordinating with other road authorities in planning and on operations in respect of roads;
- (l) Advising the Cabinet Secretary on all issues relating to urban roads; and
- (m) performing such other functions related to the implementation of the Kenya Roads Act, 2007 as may be directed by the Cabinet Secretary.

## 7.0 KURA'S COMMITMENT

### 7.1 To the general public: ~

We shall: ~

- Maintain at all times, a safe and secure **National** Urban Road Network;
- Provide periodic performance reports to all relevant Government Agencies;
- Use all suitable media to advocate for good national urban road network usage and protection of road reserves;
- Provide for access to timely, accurate and reliable information concerning National Urban Road Network Development, Rehabilitation, Protection and Maintenance;
- Respond to complaints from the public within a period of ten (10) working days from the day of receipt;
- Provide appropriate road safety furniture, sensitize and create awareness to the public on its importance; and
- Ensure that appropriate Feasibility Studies, Detailed Design, Resettlement Action Plans, Public Participation and Environmental and Social Impact Assessment (ESIA) are undertaken before implementation of projects.

## 7.2 To our Internal Customers (staff):-

We endeavor to:-

- Provide goods & services within the statutory timelines to facilitate performance;
- Carry out a Training Needs Assessment and accord equal training and capacity building opportunities to all staff annually;
- Avail financial resources necessary to facilitate performance within four (4) days of request;
- Pay staff salaries not later than 28<sup>th</sup> day of the month;
- Annually provide staff with health cover;
- Sensitize and create awareness to staff on emerging issues;
- Provide **a safe and healthy working environment**; and
- Provide **equitable** growth and personal development opportunities to all staff.

## 7.3 To our Collaborators:

We endeavor to: -

- **Facilitate timely sharing of information with stakeholders**;
- Issue notices and agenda five (5) working days prior to meetings;
- Maintain proper contacts and observe professionalism in all our engagements;
- Maintain accurate records of all meetings;
- Provide **timely** and **accurate** information on emerging National Road Management **trends**; and
- Respond to all correspondence within ten (10) working days from day of receipt.

## 7.4 To Development Partners:

We endeavor to:

- Share information on alternative sources of funding and opportunities for Urban Roads Development;
- Optimize the utilization of Development Partners' investment in Urban Roads Development;
- Collaborate in capacity building, research and development;
- **Maintain proper contacts and observe professionalism in all our relationships**;

- Utilize project resources as provided for in the respective work plans and agreements; and
- Provide periodic progress reports as required.

### ***7.5 To Contractors and suppliers:***

We endeavor to: -

- **Conduct all procurement processes in an ethical and professional manner;**
- Carry out all procurement processes in accordance with the relevant Legislations;
- Communicate the outcome of the procurement process within two (2) days upon award; and
- Pay for goods supplied, services rendered and works done as per the terms of contract.

## **8.0 RIGHTS AND EXPECTATIONS OF OUR CUSTOMERS**

- You have a right to timely services;
- You are entitled to high quality standard of service;
- You are entitled to access to information in our possession;
- You have a right to be treated with courtesy at all times;
- **You have our assurance that any personal or other private information that we may obtain from you during official engagements will be used ethically and professionally; and**
- **You have our assurance that all your general inquiries will be responded to in not more than ten (10) working days from date of receipt.**

## **9.0 OUR EXPECTATIONS FROM CUSTOMERS**

- Customers are expected to report any damage, vandalism or theft of our road infrastructure and other assets;
- Providing us with feedback on how we may improve our services including whistle blowing;
- Customers are obligated to give our staff necessary co-operation and respect as they carry out their lawful duties and responsibilities;
- Discouraged from encroaching on our road reserves; and
- Customers should not engage in any corrupt or fraudulent activity with any of our staff or alone to our detriment.



- Provide accurate and timely information and documentation for payment and/or to support your enquiries, claims and complaints;
- Be conversant and adhere to the relevant policies, statutes, regulations, rules, procedures and processes which govern the operations of KURA;
- **share information on institutional changes to enable us update our records e.g. change of business name, address, ownership etc.;**
- **Support the Authority in fighting corruption by not offering inducements or soliciting for the same in return for services;**
- Adhere to agreed terms of contract; and
- Obtain/give acknowledgement of payment for goods and services rendered.

## **10.0 COMMITMENT TO SERVICE DELIVERY**

The Authority strives to inform the general public on policies and best practices in the development of the national urban road network by: -

- Periodically issuing publications that address critical areas of urban road use and development;
- Utilizing research findings and new technologies to inform policy formulation and implementation;
- Collaborating and partnering with institutions of higher learning to build capacities in road development, maintenance and management; and
- Use of appropriate media to avail, clarify and disseminate information on any issues touching on our mandate.

## **11.0 PROVISION FOR ACCESS TO INFORMATION**

- The Authority shall provide information to our stakeholders using various communication tools to meet the divergent client needs;
- Our communication tools shall be updated to ensure that they remain topical and relevant in enhancing public access to information; and
- **The Authority shall put in place efficient infrastructure to support implementation of Access to information as provided for by The Constitution of Kenya 2010 and Access to Information Act No. 31 of 2016.**

## 12.0 FEEDBACK

Customers are encouraged to give feedback in form of compliments, complaints and suggestions that will help the Authority to improve on its service delivery.

## 13.0 ADDRESSING COMPLAINTS:

All complaints and concerns received will be dealt with timely and professionally and shall be addressed to:

**Director General**  
**Kenya Urban Roads Authority**  
**PO Box 41727 - 00100**  
**NAIROBI**  
**Tel: 254 – 020 - 8013844/0717105233**  
**Hotline: 020 2722222**  
**Email: [info@kura.go.ke](mailto:info@kura.go.ke) / [customercare@kura.go.ke](mailto:customercare@kura.go.ke)**

### Social Media Platforms

**@Kuraroads**  
**#Kenya Urban Roads Authority**

or Use the Suggestion Boxes located at service points.

### Alternatively;

Our stakeholders may also raise complaints through other channels including;

1. Commission on Administrative Justice (Office of The Ombudsman)  
West End Towers, 2<sup>nd</sup> Floor, Waiyaki Way  
P.O. Box 20414- 00200 NAIROBI  
Tel: +254 020 2270000 / 020 2303000  
Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)  
Web: [www.ombudsman.go.ke](http://www.ombudsman.go.ke)
2. Ethics and Anti-Corruption Commission  
Integrity Centre  
P.O. Box 61130 00200 NAIROBI  
Tel: 020 2717318 / 020 310722 / 020 2717468  
Email: [report@integrity.go.ke](mailto:report@integrity.go.ke)
3. The Whistleblowers Hotline for reporting corruption - 0791333222

## 14.0 REVIEW OF THIS CHARTER

This Citizen Service Delivery Charter shall be reviewed annually with consideration on comments and inputs from stakeholders and findings from Customer Satisfaction Surveys.

## 15.0 OUR CONTACTS

### HEADQUARTERS

Kenya Urban Roads Authority

IKM Place, 5<sup>th</sup> Ngong Avenue

PO Box 41727 - 00100

### NAIROBI

Tel: 254 – 020 – 8013844

Hotline: 020-2722222

Email: [info@kura.go.ke](mailto:info@kura.go.ke) or [Customercare@kura.go.ke](mailto:Customercare@kura.go.ke)

Website: [www.kura.go.ke](http://www.kura.go.ke)

## REGIONAL OFFICES CONTACTS

<p><b>NORTH RIFT REGION</b>  Ministry of Roads Building,  Ojjo Street  P.O. Box 5585-30100 Eldoret  Tel: 020-262-5453  Email: <a href="mailto:northrift@kura.go.ke">northrift@kura.go.ke</a></p>	<p><b>NAIROBI REGION</b>  Provincial Roads Engineer,  Machakos Road  P.O. Box 42267-00100 G.P.O Nairobi  Tel: 020-2196433  Email: <a href="mailto:nairobi@kura.go.ke">nairobi@kura.go.ke</a></p>
<p><b>COAST REGION</b>  Provincial Works Building  Old Shimanzi Road  P.O. Box 90663-80100  G.P.O Mombasa.  Tel: 0412222135  E-mail: <a href="mailto:coast@kura.go.ke">coast@kura.go.ke</a></p>	<p><b>NORTH EASTERN REGION</b>  Provincial Roads Building  Kismayu Road  P.O. Box 1451- 70100 Garissa  Tel: 0770564353  Email: <a href="mailto:northeastern@kura.go.ke">northeastern@kura.go.ke</a></p>
<p><b>UPPER EASTERN REGION</b>  Gakoromone Road Camp-Meru Mikinduri  P.O. Box 1394-60200 Meru  Tel: 0770202695 / 0723816315  Email: <a href="mailto:uppereastern@kura.go.ke">uppereastern@kura.go.ke</a></p>	<p><b>LOWER EASTERN</b>  Kenya Urban Roads Authority  Lower Eastern Region  Machakos- Nairobi Highway  P.O. Box 2605-90100 G.P.O Nairobi.  Tel: 0770074818  Email: <a href="mailto:lowereastern@kura.go.ke">lowereastern@kura.go.ke</a></p>
<p><b>CENTRAL REGION</b>  Provincial Roads Office  Kaburini Road  P.O. Box 1994 – 10100 Nyeri  Tel: 0773012241  Email: <a href="mailto:central@kura.go.ke">central@kura.go.ke</a></p>	<p><b>WESTERN REGION</b>  Provincial Roads Office  P.O. Box 2665-50100 Kakamega  Tel: 020-262-5380  Email: <a href="mailto:western@kura.go.ke">western@kura.go.ke</a></p>
<p><b>NYANZA REGION</b>  Provincial Roads Office  Kisumu- Maseno Road  P.O. Box 2699-40100 Kisumu  Tel: 0770474464/ 0708745549  Email: <a href="mailto:nyanza@kura.go.ke">nyanza@kura.go.ke</a></p>	<p><b>SOUTH RIFT REGION</b>  Provincial Roads Office  Prison Road  P.O. Box 1373 -20100 Nakuru  Tel: 0777 000677  Email: <a href="mailto:southrift@kura.go.ke">southrift@kura.go.ke</a></p>