



KENYA URBAN ROADS AUTHORITY

Transforming Urban Mobility

Vision: A Leading Provider of Urban Roads Infrastructure for Sustainable Mobility

Mission: Provide and Manage Quality, Safe, Adequate and Responsive Urban Mobility

RESOLVED CITIZEN SERVICE DELIVERY CHARTER

NO	SERVICE /GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1	Attending to visitors	Clarity & Courtesy	Free	Within three (3) minutes
2	Responding to inquiries	Use appropriate channels; personal visits	Free	Within ten (10) minutes
		Call the hotline: 020 272 2222		Two (2) working days
		Email; info@kura.go.ke / customercare@kura.go.ke		Within ten working days (10)
		Social Media		
		Letters addressed to the Director General or Regional Coordinator		
3	Procurement of goods and services	- Download fill and submit pre-qualification bid documents - From KURA website www.kura.go.ke or ifmis@treasury.go.ke or purchase, fill and submit Bid documents - Submit Duly filled quotations - Adhere to rules of engagement as detailed in the contract - Compliance to Public Procurement & Disposal act, 2015 and Public Procurement & Asset Regulations, 2020 - Provide feedback for continual improvement	Free	Within thirty (30) days
4	Payment of goods and services rendered Road works	Provide; - Duly signed payment certificate(Interim and final) - Duly signed measurement sheets - Duly signed inspection and acceptance Certificates and Minutes (Substantial/ final inspection) - Copy of form of agreement/ form of contract/ letter of award - Duly signed Taking over certificate and minutes on substantial completion - Variation order if any	Free	Within fourteen (14) working days with provision of supporting documents
	Goods and services	Provide; - Supplier tax invoice - Supplier delivery note/ job card - Duly signed Inspection and Acceptance certificate or a Certified copy - Certified copy of LPO/ LSO		
5	Delivery of contracted projects	Patience and Cooperation	Free	As per contact period
6	Authority or approval to use road reserve by Service providers	Submit; - An application letter - Sketch drawings - Refundable deposit - Processing fee	As per set Tariffs	Within fourteen (14) days
7	Use of safety traffic parks	Submit a fully filled application/ request letter	Free	Two (2) days
8	Recruitment	Submit; - Application letter - Requirements in response to advert	Free	Within three (3) months
9	Industrial attachment	Submit; - Application letter - Curriculum Vitae - Introductory letter from learning institution - Indemnity Insurance Cover	Free	Three (3) months
10	Access to information	Honesty and Integrity	As prescribed in the Access to Information Act, 2016	Within ten (10) working days
		Pay prescribed charges		
		Use of appropriate channels such as; - Physical visit to our offices - Call our office lines - Call or Email the Director General		
		Submit a dully filled Access to Information requisition		
11	Resolutions of complaints	Provide us with all relevant information regarding the complaint using our communication platforms	Free	Within (10) working days

B. WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/ good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

OUR CONTACTS

Director General Kenya Urban Roads Authority Barabara plaza, mazao road, JKIA P.O. BOX 41727- 00100 NAIROBI Tel: 020 801 3844/ 0717 105 233 Hotline: 020- 2722222 Email: info@kura.go.ke / customercare@kura.go.ke  @KURARoads  Kenya Urban Roads Authority  Kenya Urban Roads Authority  www.kura.go.ke	Principal Secretary State Dept, for Roads Ministry of Roads & Transport Transcom House, Ngong Road P.O. Box 52692- 00200 NAIROBI Tel: +254 020 22729200, 020 22730330	The Commission Secretary/ Chief Executive Officer Commission on Administrative Justice 2 nd floor, West end Towers, Waiyaki Way Nairobi P.O. Box: 20414-00200, NAIROBI Tel no: +254 (020) 227 0000/ 230 3000 Email: complaints@ombudsman.go.ke  www.ombudsman.go.ke  @kenyaombudsman  Ombudsman Kenya
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Eng. Silas M. Kinoti, MBS
Director General

HUDUMA BORA NI HAKI YAKO

KURA is ISO 9001: 2015 Certified



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