



# KENYA RAILWAYS CITIZENS SERVICE DELIVERY CHARTER



NO	SERVICE RENDERED	CUSTOMER OBLIGATIONS	USER CHARGES	TIMELINES	
1	Freight (cargo) Transportation Services	<ul style="list-style-type: none"> <li>Payment of the requisite tariff</li> </ul>	As per the Kenya Railways Tariff Book	As indicated in the Kenya Railways Tariff Book	
2	Passenger/Commuter Services	<ul style="list-style-type: none"> <li>Valid ticket</li> <li>Punctuality to the departing station</li> <li>Adherence to the Conditions of Carriage</li> </ul>	Requisite Fare for the intended journey as indicated on our Fare schedules on the website, booking platforms and posters at the stations	As per provided train schedule	
3	Training	<ul style="list-style-type: none"> <li>Application</li> <li>Admission requirements; (Certified copies of academic certificates, i.e. result slip and/or certificate, leaving certificate, national ID and birth certificate)</li> <li>A non-refundable application fee of Kes 1,000/= deposited into the RTI account.</li> <li>Valid and correct contact details</li> </ul>	As per the Fee Structure	<ul style="list-style-type: none"> <li>Response within 48 hours after receipt of application.</li> <li>Training to commence as per the training plan.</li> </ul>	
4	Property/Tenant Applications processing	<ul style="list-style-type: none"> <li>Duly Completed application forms</li> </ul>	Guided by Evaluation process	Two (2) Weeks	
5	Customer Complaints	Use of appropriate channels including: <ul style="list-style-type: none"> <li>Pay a visit to our offices</li> <li>Call our office lines</li> <li>Write a letter or email to the Managing Director</li> <li>Use feedback boxes at our offices countrywide</li> </ul>	None	<ul style="list-style-type: none"> <li>We will acknowledge immediately upon receipt</li> <li>Respond to complainants within seven (7) working days upon resolution of cases.</li> </ul>	
6	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 offices</li> <li>Call our office lines</li> <li>Write a letter or email to the Managing Director</li> <li>Use feedback boxes at our offices countrywide</li> </ul>	As prescribed in the Access Information Act 2016	Personal visit	Within ten (10) minutes
				Phone calls	Within 3 rings
				Letters	Seven (7) working days
				Email	Acknowledge Electronic correspondence within twenty four (24) hours
7	Payments	Timely availing of relevant documents including but not limited to: <ul style="list-style-type: none"> <li>Invoices</li> <li>Delivery notes</li> <li>Bank details</li> <li>Local Purchasing/Service Order</li> </ul>	None	Supply of goods and services	30 days
				Consultancies	As per the Contract

**Kenya Railways adheres to the provisions of the constitution on National Cohesion and Principles of Governance as well as administrative justice.**  
**We are committed to courtesy and excellence in service delivery.**

**OUR PHYSICAL LOCATION:**  
 Workshops Road Off Haile Selassie Avenue  
 Opp. Technical University of Kenya - formerly Kenya Polytechnic

**WHEN WRITING TO US, PLEASE ADDRESS:**  
 The Managing Director  
 P.O. Box 30121 - 00100 Nairobi, Kenya

**Our Contacts:**  
 Tel: 0728 603581, 0728 603582, 0708 571587, 0708 572574, 0709 907000  
 24hrs Emergency No. 0711 777577

E-mail: info@krc.co.ke, contact@krc.co.ke Website: www.krc.co.ke  
 Facebook: Kenya Railways Twitter: @KenyaRailways\_

In case you are not satisfied with our services, please contact:

**THE COMMISSION ON ADMINISTRATIVE JUSTICE (CAJ),**  
 2<sup>nd</sup> Floor, West End Towers  
 Opposite Aga Khan High School off Waiyaki Way – Westlands

P.O. Box 20414 – 00200, NAIROBI.  
 Tel: +254-20-2270000/2303000/2603765/2441211/8030666

Email: info@ombudsman.go.ke  
 Twitter: @kenyasombudsman

Website: www.ombudsman.go.ke  
 Facebook: Ombudsman Kenya