

KENYA ELECTRICITY TRANSMISSION COMPANY LIMITED

"Building a World Class National Grid"

SERVICE DELIVERY CHARTER

The Kenya Electricity Transmission Company and its staff are committed to providing high quality service to all our customers and stakeholders with dignity, professionalism and within the shortest time possible.

VISION STATEMENT

"To be a world-class electricity transmission company and the leading inter-connector in Africa".

MISSION STATEMENT

"To build and operate a national electricity transmission network that is reliable, efficient, effective, safe and environment-friendly through innovative and best practices; and to promote regional power trade for socio-economic development".

TYPE OF SERVICE	SERVICE RENDERED	CUSTOMER/STAKEHOLDER REQUIREMENT	RESPONSE TIME	CHARGES
Customer Care & Complaints	Customer care	Phone calls	Within 3 rings	Free
	Customer care	Email	Within 24 hours	Free
	Management of Complaints/Compliments	Complaint/Compliment	Acknowledge immediately & respond within 14 days	Free
Procurement	Tender process	Pre-qualification, purchase of tender documents, sealed bids, supply of goods & services	30 days	Not more than Kshs. 5,000/=
	Payments	Relevant documentation	30 days or as per contract terms	Free
Line Trace & Land Acquisition	Land/Trace Acquisition	Valid ownership documents	90 days	Free
	Crop compensation	Proof of ownership /letter from local administration	90 days	Free
	Resettlement	Ownership and Consent	12 months	Free
	Loss of use compensation	Ownership and consent	90 days	Free
	Structures compensation	Ownership and consent	90 days	Free

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

Any service that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to the Managing Director & CEO, Kenya Electricity Transmission Company or any other Senior Officer of the company.

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Website: www.ketraco.co.ke; Email: info@ketraco.co.ke

Or

The Executive Director, Public Complaints Standing Committee

P.O. Box 20414-00200, Nairobi; Telephone: (+254) 020 2303000; Mobile: (+254) 710 936000 or (+254) 735 530888