





**PROCEDURES/ PROCESSES FOR
SERVICES IN THE CITIZEN'S SERVICE
DELIVERY CHARTER**

 REPUBLIC OF KENYA		 Kenya Electricity Transmission Company Limited <i>"Building a World Class National Grid"</i>	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		CUSTOMER SERVICE	
Brief Description Document Purpose/Service		The purpose is to ensure efficiency and consistency, in handling KETRACO's customers and their feedback.	
Document Control: Change Record/ Version Number		KETRACO/QMS/CS&LS/CC/PM/01 ISSUE 2/REVISION1	
Process Owner: Name and Position		Raphael Mworira, Manager, Corporate Communications (MCC)	
Process Writer (s); Name and Position		Elizabeth Oriago, Front Office Officer (FOO)	
Process Reviewer (s) Name and Position		Raphael Mworira, Manager, Corporate Communications (MCC) Sulea Naliaka, Communications Officer (CO)	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	<p>This procedure shall start with the department receiving customer communication via any of the channels below:</p> <ul style="list-style-type: none"> ▪ A walk-in customer at the reception. The officer at a reception point shall receive visitor(s) and inquire from the person being visited whether they are in a position to receive the visitor. 	24Hrs	<ul style="list-style-type: none"> ▪ Manager, Corporate Communication ▪ Front Office Officer ▪ Customer Service Officer ▪ Customer Service Assistant

	<p>The visitor shall then be directed by a security staff to where the person visited is stationed.</p> <ul style="list-style-type: none"> ▪ Telephone <p>For telephone enquiries via the Switchboard, the FOO shall after consultations and where necessary direct the caller to the relevant office / department. Where the officer is not available to take the call, the FOO shall take a message and ensure delivery to the concerned officer.</p> <ul style="list-style-type: none"> ▪ In writing <p>For email enquiries via info@ketraco.co.ke, the CSA shall acknowledge receipt of the email and inform the sender of successful receipt within 24 hours as per KETRACO's Customer Service Charter. A copy of the email shall be forwarded to the relevant department/ section for action.</p> <ul style="list-style-type: none"> ▪ Via social media <p>The CO shall daily check on all messages and comments posted on the Company's official social media platforms.</p> <p>The CO shall confirm receipt of communications received on these platforms and forward the same to the relevant CSA (Complaints Officer or Access to Information Officer) for recording in the complaints / Access to Information register and handling. The CSA shall draft a response that shall be posted/ shared by the CO.</p> <ul style="list-style-type: none"> ▪ From the suggestion boxes <p>The suggestion boxes at receptions shall be opened on a weekly basis. The findings shall be recorded in the suggestion box register and letters sent to registry office for recording and handling/ dispatch to the relevant department. Enquiries related to the Communication Department shall be responded to by the MCC within a week.</p>		
--	---	--	--

2.	Inputs <ul style="list-style-type: none"> ▪ Customer feedback ▪ Customer information 	14 Days	<ul style="list-style-type: none"> ▪ Access to Information Officer ▪ Complaints Officer ▪ Customer Service Assistant ▪ Customer Service Officer ▪ Front Office Officer
3.	Outputs <ul style="list-style-type: none"> ▪ Access to information register ▪ Customer care report 	14 Days	<ul style="list-style-type: none"> ▪ Access to Information Officer ▪ Front Office Officer
4.	End <ul style="list-style-type: none"> ▪ For general feedback, the CSO shall forward the matter to the relevant HOD for information and decision making. 	14 Days	<ul style="list-style-type: none"> ▪ Customer Service Officer

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: Customer provides wrong telephone Number, email address, physical address.	1.	Information does not get to the customer e.g Issuance of letters of offer,	N/A	<ul style="list-style-type: none"> • Front Office Officer • Wayleave Officer
Trigger 2: Customer does not provide correct bank details/inactive bank account	1.	Payment bounces	30 days	<ul style="list-style-type: none"> • Accounts Assistant

Process Maps/Visuals

CUSTOMER SERVICE FLOWCHART

Receive Customer(s) communication requests via official company's channels, record them and forward for necessary action within 24hrs.

FOO

The CSA shall on a fortnight basis prepare a summary from the filled visitors' forms detailing the following information: The number of visitors attended to, Nature of visits e.g. official or private, Time taken to serve visitors, Areas of interest that bring visitors to KETRACO

CSA

On a quarterly basis the FOO shall furnish the CSO with a report on Customer Care Satisfaction levels, recommendations and innovations

CSO

For general feedback, the CSO shall forward the matter to the relevant HOD for information and decision making.

 REPUBLIC OF KENYA		 Kenya Electricity Transmission Company Limited <i>"Building a World Class National Grid"</i>	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		CUSTOMER SERVICE AND MANAGEMENT OF COMPLAINTS AND COMPLEMENTS	
Brief Description Document Purpose/Service		The purpose is to ensure efficiency and consistency, in handling KETRACO's customers and their feedback.	
Document Control: Change Record/ Version Number		KETRACO/QMS/CS&LS/CC/PM/01 ISSUE 2/REVISION1	
Process Owner: Name and Position		Raphael Mworira, Manager, Corporate Communications (MCC)	
Process Writer (s); Name and Position		Sharon Sitienei, Complaints Officer (CO)	
Process Reviewer (s) Name and Position		Raphael Mworira, Manager, Corporate Communications (MCC) Sulea Naliaka, Communications Officer (CO)	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	<p>This procedure shall start with the department receiving customer communication via any of the channels below:</p> <ul style="list-style-type: none"> ▪ A walk-in customer at the reception, ▪ Telephone, ▪ In writing, ▪ Via social media, 	24Hrs	<ul style="list-style-type: none"> ▪ Manager, Corporate Communication ▪ Access to Information Officer ▪ Complaints Officer ▪ Customer Service Officer

	<ul style="list-style-type: none"> From the suggestion boxes 		
2.	Inputs <ul style="list-style-type: none"> Customer feedback Customer information 		<ul style="list-style-type: none"> Access to Information Officer Complaints Officer Customer Service Assistant Customer Service Officer Front Office Officer
3.	Outputs <ul style="list-style-type: none"> Access to information register Complaints register Customer care report 		<ul style="list-style-type: none"> Access to Information Officer Complaints Officer
4.	End <ul style="list-style-type: none"> The CO shall also record the complaint in the Complaints register and on a quarterly basis submit the complaints analysis report on the complaints handled by the organization. For general feedback, the CSO shall forward the matter to the relevant HOD for information and decision making. 	14 Days	<ul style="list-style-type: none"> Complaints Officer Customer Service Officer

EXCEPTIONS TO THE NORMAL FLOWS

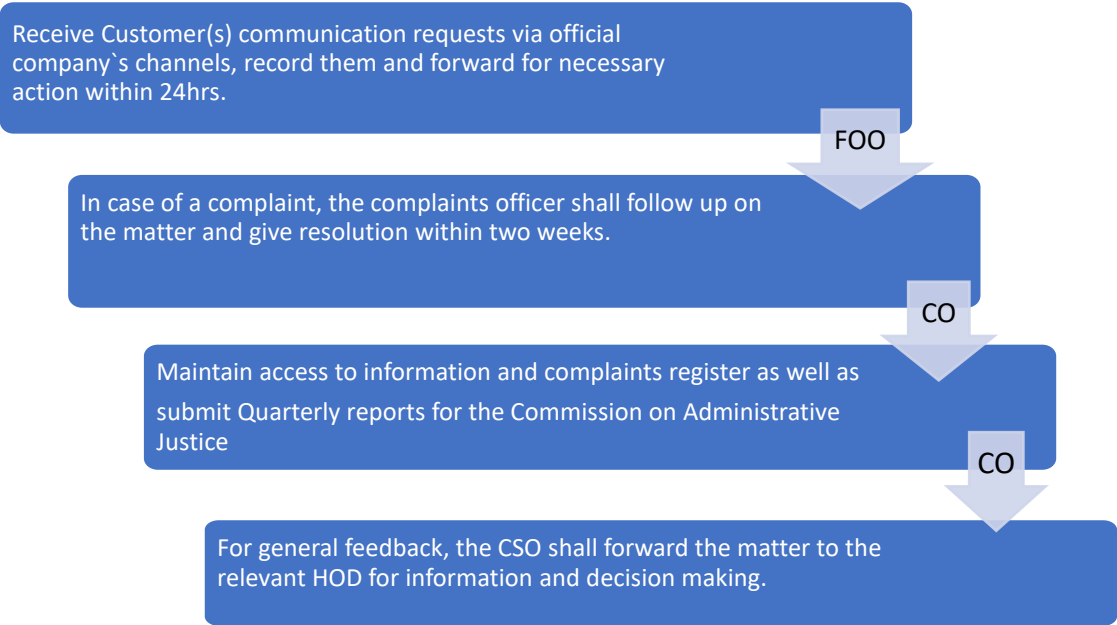
Title	No.	Description	Time	Actor
Trigger 1: Customer provides wrong telephone Number, email address.	1.	Information does not get to the customer e.g Collection of offer letters	24hours	<ul style="list-style-type: none"> Access to Information Officer Complaints Officer Customer Service Assistant Customer Service Officer Front Office Officer

	2.	Customer uses cyber café email so the acknowledgement/ response does not get to them	24hours	<ul style="list-style-type: none"> ▪ Access to Information Officer ▪ Complaints Officer ▪ Customer Service Assistant ▪ Customer Service Officer <p>Front Office Officer</p>
--	----	--	---------	---

Process Maps/Visuals

Business process flowcharts

CUSTOMER SERVICE AND MANAGEMENT OF COMPLAINTS AND COMPLEMENTS





Institution/Organization Name:	KENYA ELECTRICITY TRANSMISSION COMPANY
Affiliations; Ministry / Department/ County/Parent Company:	MINISTRY OF ENERGY
Economic Sector Alignment:	ENERGY
Big 4 Alignment:	ENABLER
Accounting Officer:	Ag. MANAGING DIRECTOR
Period: FY	FY 2021/2022
Process Documentation	
Service Name	PAYMENTS
Brief Description Document Purpose/Service	The purpose of this procedure to ensure timely and effective payment procedures.
Document Control: Change Record/ Version Number	KETRACO/QMS/FIN/PM/01 ISSUE 2/REVISION 0
Process Owner: Name and Position	CPA Tom Imbo, General Manager, Finance
Process Writer (s); Name and Position	<ul style="list-style-type: none"> a) CPA Tom Imbo, General Manager-Finance and Strategy b) CPA Henry Choge, Manager-Project Accounts c) CPA Jane Kioko, Manager-Financial Accounts d) Ms. Josephine Alang'o, Manager-Management Accounts e) Heads of Departments f) Ms. Dolly Cherotich, Treasury Accountant g) Mr. Jackson Gachara, Tax Accountant h) Ms. Leah Muithui, Assistant Accountant i) Staff
Process Reviewer (s) Name and Position	<ul style="list-style-type: none"> ▪ CPA Tom Imbo, General Manager-Finance and Strategy ▪ CPA Henry Choge, Manager-Project Accounts ▪ CPA Jane Kioko, Manager-Financial Accounts ▪ Ms. Josephine Alang'o, Manager-Management Accounts ▪ John Mativo, General Manager, Project Development Services ▪ Moses Mulonzia Senior Manager, Internal Audit ▪ Peter Njehia, Senior Manager, Supply Chain ▪ Joseph Siror, General Manager, SO&PM ▪ Tom Imbo, General Manager, Finance ▪ Reginah Kemboi, General Manager, HR&A

	<ul style="list-style-type: none"> ▪ Lawrence Kimando, General Manager, SR&C ▪ Lydia Sitienei, Company Secretary & General Manager, Legal Services ▪ Eng. Justin Muna, Ag. General Manager, D&C
--	--

STEPS/FLOW/SEQUENCE

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	<ul style="list-style-type: none"> ▪ This procedure applies to the process of payment of Suppliers, Consultants/ Contractors, Staff. 	90 Days	General Manager-Finance
2.	<p>Inputs</p> <ul style="list-style-type: none"> ▪ PO ▪ Staff Travel imprests ▪ Received Invoices ▪ Contracts and approvals ▪ Supplier Statements of Account 	90 Days	<ul style="list-style-type: none"> ▪ General Manager-Finance ▪ Manager-Project Accounts ▪ Manager-Financial Accounts ▪ Manager-Management Accounts ▪ Heads of Departments ▪ Treasury Accountant ▪ Tax Accountant ▪ Assistant Accountant ▪ Staff
3.	<p>Outputs</p> <ul style="list-style-type: none"> ▪ Goods and services 	90 Days	
4.	<p>End</p> <ul style="list-style-type: none"> ▪ Ensure all payments stipulated above are done within the stipulated 90 days as per Company policy. 	90 Days	

EXCEPTIONS TO THE NORMAL FLOWS

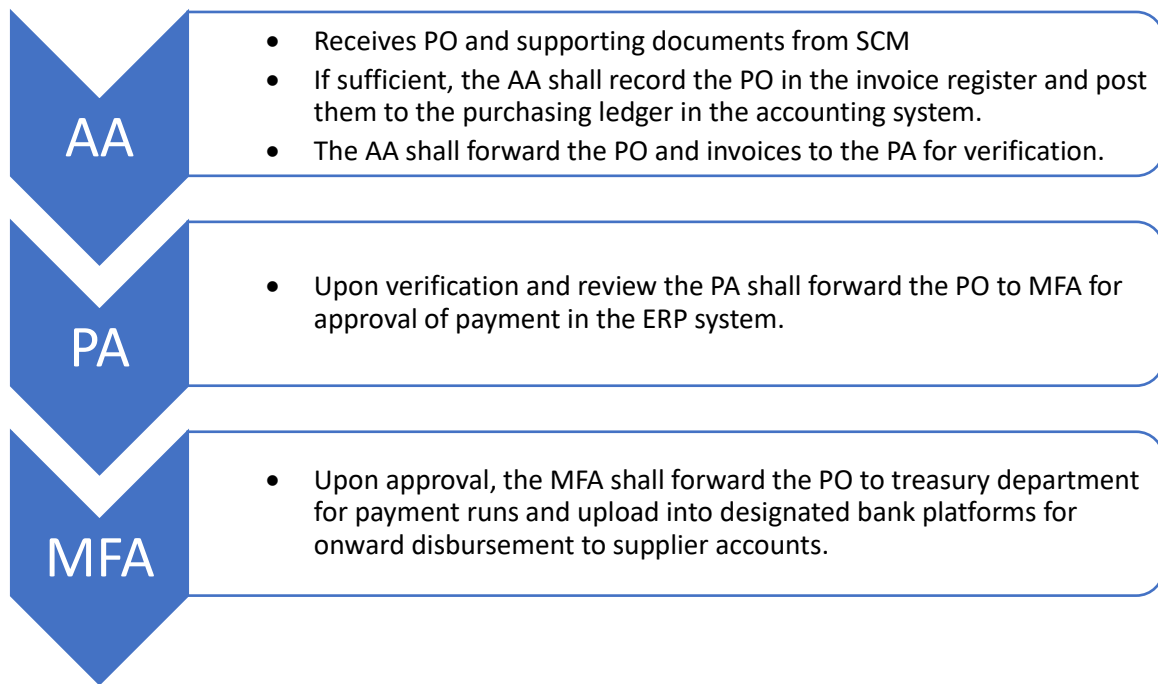
Title	No.	Description	Time	Actor
-------	-----	-------------	------	-------

Trigger 1: Wrong payment info is provided	1.	Money is paid to the wrong account and has to be recalled.	7days	<ul style="list-style-type: none"> ▪ General Manager-Finance and Strategy ▪ Manager-Project Accounts ▪ Manager-Financial Accounts ▪ Manager-Management Accounts ▪ Heads of Departments ▪ Treasury Accountant ▪ Tax Accountant ▪ Assistant Accountant ▪ Staff
---	----	--	-------	---

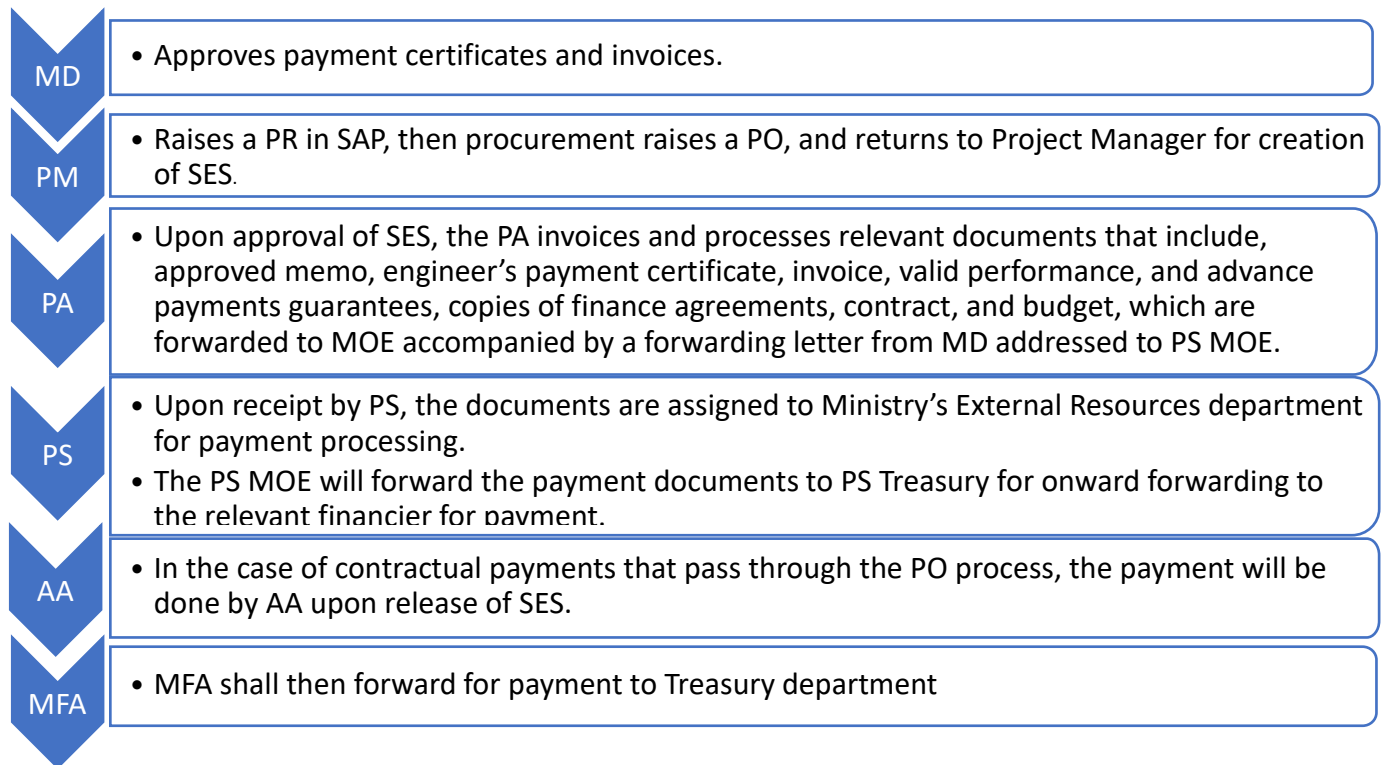
Process Maps/Visuals

PAYMENT BUSINESS PROCESS FLOWCHART

Supplier Payments



Direct Payments/Consultant and Contractual Payments



 REPUBLIC OF KENYA		 KETRACO Kenya Electricity Transmission Company Limited <i>"Building a World Class National Grid"</i>	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		SUPPLIER SELECTION AND REGISTRATION	
Brief Description Document Purpose/Service		The purpose of this procedure is to maintain and update a list of registered suppliers, contractors and consultants in various specific categories of Goods, Services and Works	
Document Control: Change Record/ Version Number		KETRACO/QMS/SCM/PM/01 ISSUE 2/REVISION 0	
Process Owner: Name and Position		Mr. Peter Njehia, Senior Manager, Supply Chain Management	
Process Reviewer (s) Name and Position		<ol style="list-style-type: none"> 1. John Mativo, General Manager, Project Development Services 2. Moses Mulonzia Senior Manager, Internal Audit 3. Peter Njehia, Senior Manager, Supply Chain 4. Joseph Siror, General Manager, SO&PM 5. Tom Imbo, General Manager, Finance 6. Reginah Kemboi, General Manager, HR&A 7. Lawrence Kimando, General Manager, SR&C 8. Lydia Sitienei, Company Secretary & General Manager, Legal Services 9. Eng. Justin Muna, Ag. General Manager, D&C 10. Prisca Kubasu, Manager, Supply Chain Management 	
STEPS/FLOW/SEQUENCE			

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	<p>The process starts with KETRACO developing a catalogue of goods, services and works, detailed bid and specifications/ terms of reference documents. Invitation to interested bidders in the various categories are sent out, potential bidders providing their detailed information which is assessed on the basis of the criteria set out in the bid documents. A short list of selected bidders is published.</p> <ul style="list-style-type: none"> a) SM SCM will facilitate preparation of item catalogue that contains list of goods services and works with clear descriptions and dimensions. b) Bidding documents containing Specifications for goods, works and services; and Terms of reference for consultancy services will be prepared by supply chain officers. c) SM SCM shall promptly issue registration documents to all candidates who request them and shall maintain a record of all candidates to whom the documents are issued. d) The registration document shall contain all information necessary for the potential candidates to prepare and submit applications to be registered. e) Without prejudice to the generality of sub-regulation (8.4) above, such information shall include. f) The name, address and contact details of the procuring entity. g) Instructions on the preparation of applications to register, including any standard forms to be submitted and the documentary evidence and information required from candidates. h) Instructions on the sealing, labeling and submission of applications to register, including the location and deadline for submission; 	30Days	Senior Manager, Supply Chain Management

	<p>and statement of the key requirements, information and criteria for registration.</p> <p>i) Statement of the key requirements ,information and criteria of registration.</p> <p>j) SM SCM in consultations with corporate communications and Technology Innovation departments will advertise in the local dailies and its website to be accessed by the public.</p> <p>k) SM SCM shall allow candidates at least fourteen days to prepare and submit ther applications for registration.</p> <p>l) SM SCM shall promptly respond to all requests for any clarification relating to the registration documents where such requests are received before the deadline for submission.</p> <p>m) Tender opening will be undertaken.</p> <p>n) Tenders received from interested bidders for evaluation based on the criteria set out in bidding documents.</p> <p>o) A shortlist of registered suppliers of goods servies and works shall be prepared and published.</p> <p>p) Upon successful registration the potential bidders will be registered and allowed to participate in the process of procurement of goods services and works.</p> <p>q) Bidders who do not meet the selection criterial shall be notified with reasons for failure</p>		
2.	<p>Inputs</p> <p>a) Departmental requirements</p> <p>b) Item classification catalogue</p> <p>c) Specifcations/ Terms of Refence</p>	30 Days	Supply Chain Officers SM SCM
3.	<p>Outputs</p> <p>a) List of registered suppliers for goods, services and works</p>	30 Days	Senior Manager, Supply Chain Management
4.	<p>End</p> <ul style="list-style-type: none"> ▪ Register of suppliers 	30 Days	Senior Manager, Supply Chain Management

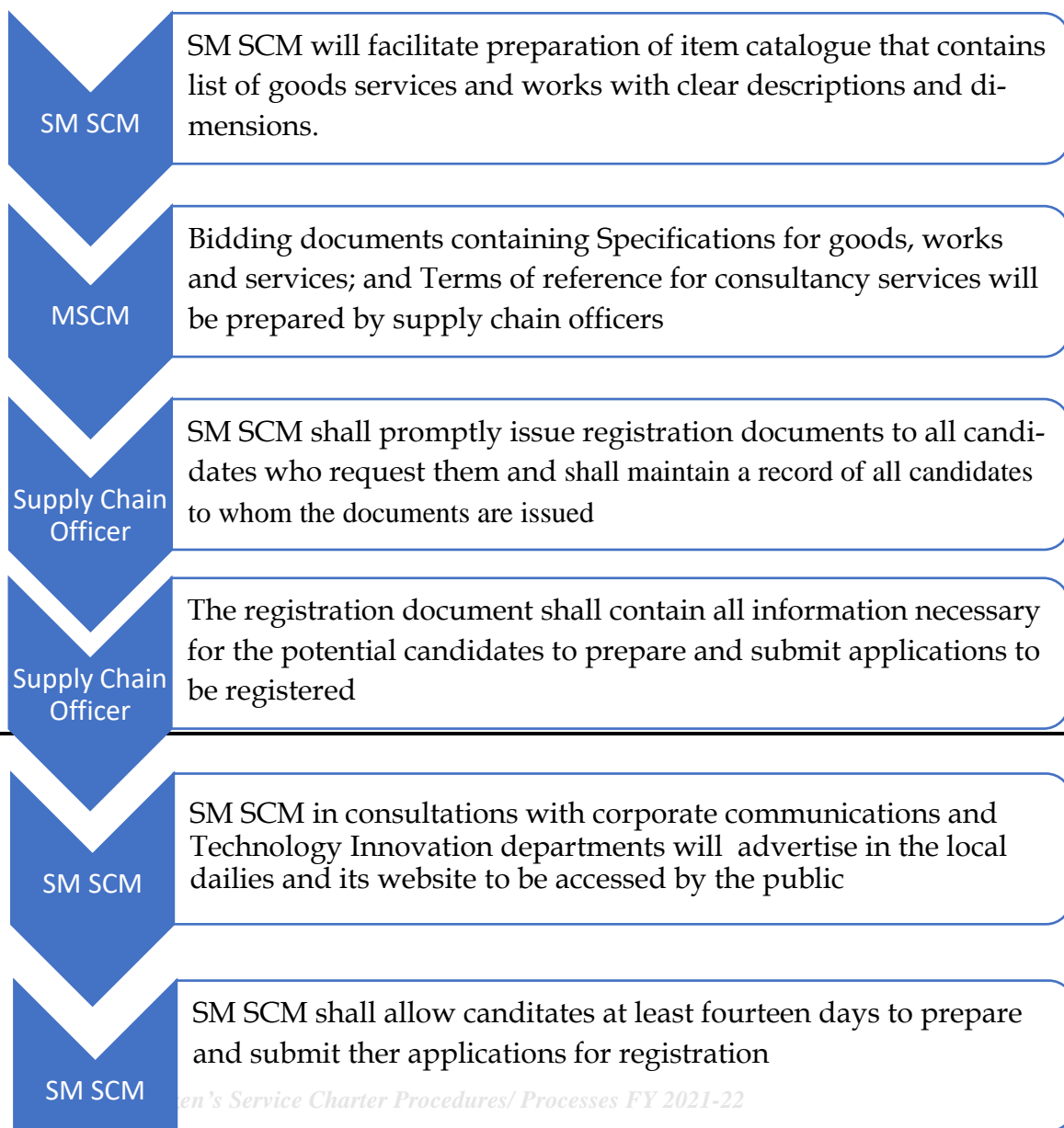
	▪		

EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: Special Groups- Youth, Women and Persons with Disability is a continuous process in registration.	3.	This category is continuously prequalified	N/A	Manager, Supply Chain Management
Trigger 2: Lack of all the statutory requirements.	4.	Suppliers seek for prequalification but lack all the statutory requirements.	N/A	
Trigger 3: Not conversant with SAP Ariba	5.	Suppliers lack training on the use of SAP Ariba	N/A	

Process Maps/Visuals

PROCUREMENT BUSINESS PROCESS FLOWCHART



SM SCM
SM SCM in consultations with corporate communications and Technology Innovation departments will advertise in the local dailies and its website to be accessed by the public

SM SCM
SM SCM shall allow candidates at least fourteen days to prepare and submit their applications for registration

SM SCM
SM SCM shall promptly respond to all requests for any clarification relating to the registration documents where such requests are received before the deadline for submission

Supply Chain Officer
Tender opening will be undertaken

Supply Chain Officer
Tenders received from interested bidders for evaluation based on the criteria set out in bidding documents

SM SCM
A shortlist of registered suppliers of goods services and works shall be prepared and published.

SM SCM
Upon successful registration the potential bidders will be registered and allowed to participate in the process of procurement of goods services and works.

SM SCM
Bidders who do not meet the selection criteria shall be notified with reasons for failure

 REPUBLIC OF KENYA		 Kenya Electricity Transmission Company Limited <i>"Building a World Class National Grid"</i>	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		PROCUREMENT OF GOODS AND SERVICES	
Brief Description Document Purpose/Service		The purpose is to ensure effective and efficient procurement of goods, services and works within KETRACO.	
Document Control: Change Record/ Version Number		KETRACO/QMS/SCM/PM/01 ISSUE 2/REVISION 0	
Process Owner: Name and Position		Senior Manager, Supply Chain Management	
Process Reviewer (s) Name and Position		<ol style="list-style-type: none"> 1. John Mativo, General Manager, Project Development Services 2. Moses Mulonzia Senior Manager, Internal Audit 3. Peter Njehia, Senior Manager, Supply Chain 4. Joseph Siror, General Manager, SO&PM 5. Tom Imbo, General Manager, Finance 6. Reginah Kemboi, General Manager, HR&A 7. Lawrence Kimando, General Manager, SR&C 8. Lydia Sitienei, Company Secretary & General Manager, Legal Services 9. Eng. Justin Muna, Ag. General Manager, D&C 10. Prisca Kubasu, Manager, Supply Chain Management 	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor

1.	<p>This procedure shall start with the HSCM either:</p> <ul style="list-style-type: none"> ▪ Receiving communication from the stores officer on the re-order level of items in the store, or ▪ Receiving an approved purchase requisition from a HOD for procurement of either goods, works or services, or ▪ Receiving an approved purchase requisition from a User for items stated in the procurement plan. 	30Days	Senior Manager, Supply Chain Management
2.	<p>Inputs</p> <ul style="list-style-type: none"> ▪ Approved Procurement plan ▪ Budget ▪ Standard Bidding documents, Specifications, and terms of reference ▪ Contractual documents (Purchase requisitions, Purchase orders, contract, and invoices) 	30 Days	Supply Chain Officers HSCM SM SCM
3.	<p>Outputs</p> <p>a) Goods delivered, services performed and works executed</p>	30 Days	Senior Manager, Supply Chain Management
4.	<p>End</p> <ul style="list-style-type: none"> ▪ Deliver goods, services, and works within 21 days after award ▪ Ensure 90% Compliance on awards to lowest evaluated bidders 	30 Days	Senior Manager, Supply Chain Management

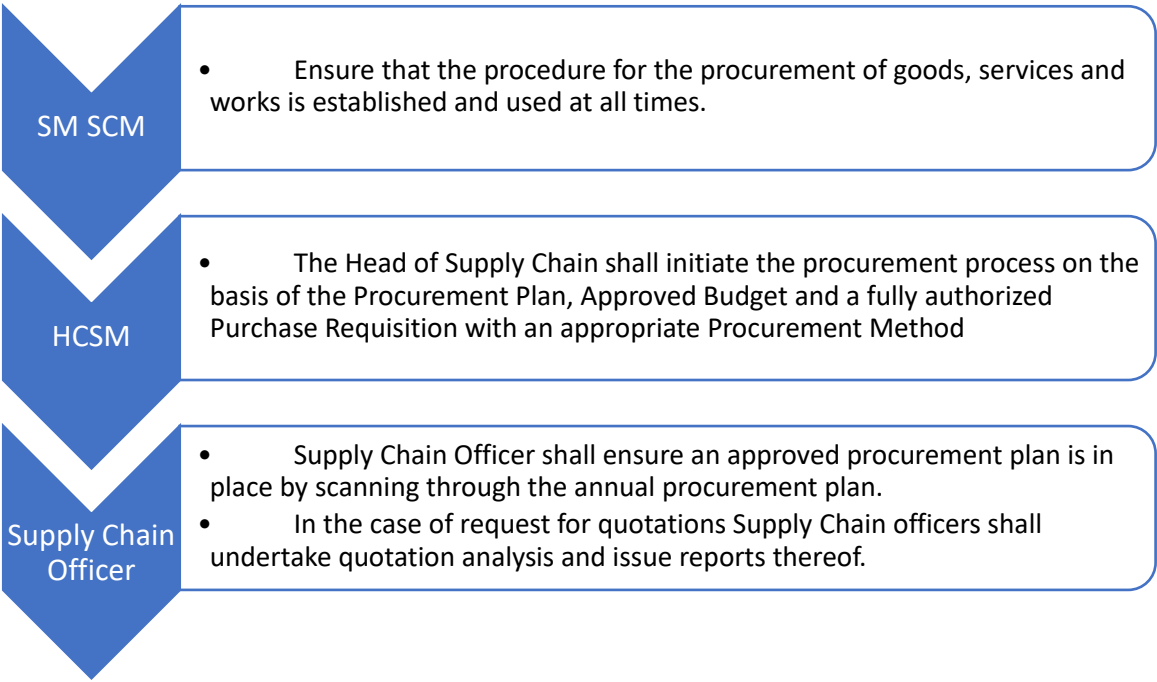
EXCEPTIONS TO THE NORMAL FLOWS



Title	No.	Description	Time	Actor
Trigger 1: Different quality or make of good delivered	1.	A Supplier delivers a totally difference product from what they bid for.	30days	Senior Manager, Supply Chain Management
Trigger 2: Urgent/ Emergency Procurement	2.	For adhoc purchases that are required as a matter of urgency.	N/A	
Trigger 3: Direct procurements	3.	Only one company is capable of doing that job/ delivering a service.	N/A	

		Direct procurement is done for emergency goods/ services		
Trigger 4: Non- Response by bidders	4.	SCM receives no responses after sending out bids	30 days	
Trigger 5: Not conversant with SAP Ariba	5.	Suppliers not conversant with SAP Ariba platform	N/A	

Process Maps/Visuals

PROCUREMENT BUSINESS PROCESS FLOWCHART



 REPUBLIC OF KENYA		 KETRACO Kenya Electricity Transmission Company Limited <i>"Building a World Class National Grid"</i>	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		LINE TRACE & LAND ACQUISITION - LOSS OF USE COMPENSATION	
Brief Description Document Purpose/Service		The purpose of this procedure is to ensure the KETRACO's proprietary interests are legally protected.	
Document Control: Change Record/ Version Number		KETRACO/QMS/CS&LS/PM/01 ISSUE 2/REVISION 0	
Process Owner: Name and Position		Lydia Sitienei, Company Secretary & General Manager, Legal Services, Company Secretary/SMLS.	
Process Writer (s); Name and Position		Sheila Mbiti, Legal Officer	
Process Reviewer (s) Name and Position		Lydia Wanja, Manager Legal Services, Conveyancing, Litigation and Prosecution	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	This process commences when; <ul style="list-style-type: none"> • SMWA forwards accepted letters of offer to MLS, CLP together with other requisite supporting documents • Grantor presents himself to KETRACO offices with accepted letter 	90 days	<ul style="list-style-type: none"> ▪ Senior Manager Wayleave Acquisition (SMWA) ▪ Manager Legal Services, Conveyancing, Litigation and Prosecution (MLS, CLP)

	<p>of offer together with the requisite documents</p> <ul style="list-style-type: none"> • The requisite documents for easement preparation, execution and registration include: <p>Land Owned by and Individual (Where Land Owner is Alive)</p> <ul style="list-style-type: none"> • Accepted Letter of Offer. • Copy of the Identity card • Copy of the PIN certificate • Two passport sized photographs • Ownership documents; Original Title; Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Recent official search (for title documents) • Bank Details including branch where account is held • Grant of easement executed by the landowner and witnessed by a lawyer. • Mobile Phone details and post office number. • Where the grantor prefers payment to be made to an account other his own, a written authority to that effect witnessed by the KETRACO wayleaves officer or area chief is required as per Form A in the Schedule herein • Strip Map and Coordinates <p>Land owned by an Individual (Deceased Land Owner)</p> <ul style="list-style-type: none"> • Accepted Letter of Offer • Grant of easement executed by the administrators of the deceased's estate witnessed by a lawyer. 		<ul style="list-style-type: none"> ▪ Company Secretary/Senior Manager Legal Services (CS/SMLS)
--	--	--	---

	<ul style="list-style-type: none"> • Grant of letters of administration or certificate of confirmation of grant. • Death certificate • Copy(ies) of the ID(s) of the administrator(s) and all beneficiaries if they are over 18 years • Copy(ies) of the PIN certificate(s) of the administrator(s) • Two passport sized photographs of the administrator(s) • Ownership document i.e. Original Title; Official Search; Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Bank Details of the proposed administrator(s) including branch where account is held • Mobile Phone details and post office number of the administrator(s). • Where the grantor(s) prefers payment to be made to an account other his own, a written authority to that effect witnessed by the KETRACO wayleaves officer or area chief – see FORM A • Strip map and coordinates <p>Land owned by Incorporated Companies</p> <ul style="list-style-type: none"> • Accepted Letter of Offer. • Grant of easement executed by two Directors or a Director and the Company Secretary and witnessed by a lawyer. • Certificate of Incorporation • Company PIN • Copy of CR-12 for the current year 		
--	---	--	--

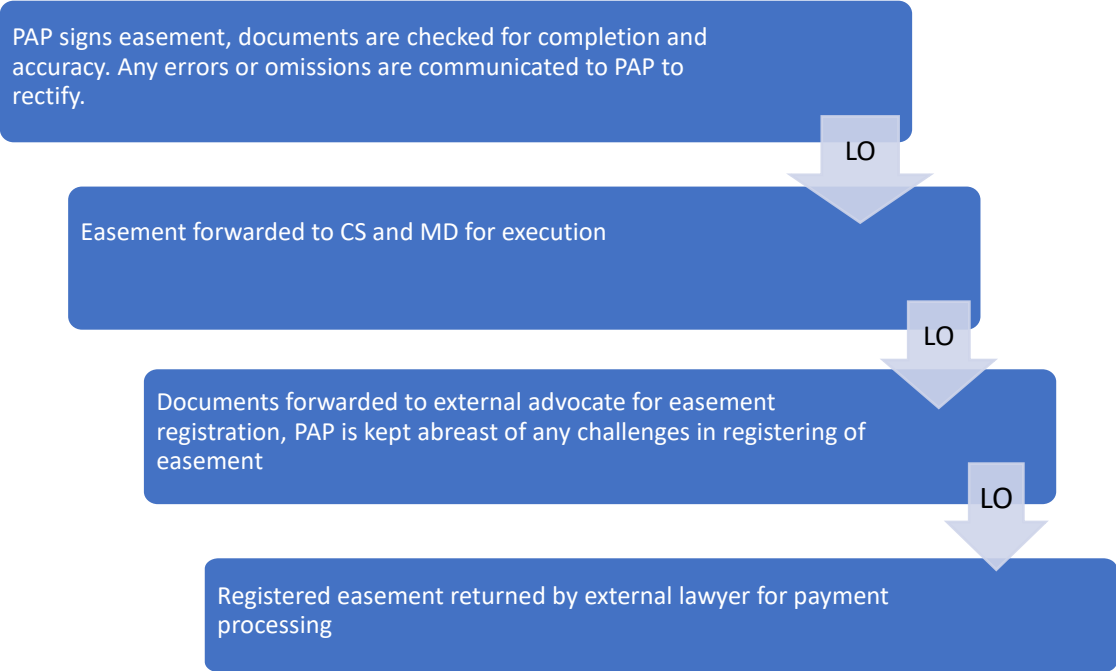
	<ul style="list-style-type: none"> • Copies of the IDs of a least two Directors (or those of a Director and the Company Secretary) • Copies of the PIN certificates of at least two Directors (or those of a Director and the Company Secretary) • Two passport sized photographs of at least two Directors (or those of a Director and the Company Secretary. • Ownership documents i.e. Original Title; Official Search; Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Bank Details of the Company including branch where account is held • Mobile Phone details of one Director/Company Secretary and post office number of the Company. • Strip map and coordinates <p>Un-adjudicated land</p> <ul style="list-style-type: none"> • Accepted Letter of Offer. • Ownership document; A letter from the chief which should contain a list of all the persons who have an interest in the property and each of these persons consenting to payment of the compensation to the designated payee (they should sign against their names). The letter should be a written corroboration that the persons listed indeed are the only ones with an interest to the land. • Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Copies of the IDs and PIN certificates of all the persons listed as having interest in the property. 		
--	--	--	--



	<ul style="list-style-type: none"> • Passport sized photographs of all the above persons. • Acceptance of the letter of offer. • Strip map and coordinates 			
2.	Inputs <ul style="list-style-type: none"> ▪ Board rooms to facilitate negotiations ▪ Laptops and iPads 		<ul style="list-style-type: none"> ▪ Legal Officer (LO) ▪ Manager Legal Services, Conveyancing, Litigation and Prosecution (MLS, CLP) ▪ Company Secretary/Senior Manager Legal Services (CS/SMLS) 	
3.	Outputs <ul style="list-style-type: none"> ▪ Registered easements 		<ul style="list-style-type: none"> ▪ Legal Officer 	
4.	End <ul style="list-style-type: none"> ▪ The LO shall then forward the easement agreements for execution by the CS/SMLS and MD & CEO ▪ Upon execution of the easement agreements, LO thereafter forwards the easement agreement together with other requisite documents to EA for registration within 120 days ▪ The EA reverts with the registered easement agreements, certificate of official search with an entry of registered easement and Original Title Documents. ▪ Upon registration of the easement agreement, the LO prepares request for payment within 5 days of receipt of the registered easement. ▪ The MLS, CLP shall thereafter ensure the original title documents are returned to the PAPs. 	14 Days	<ul style="list-style-type: none"> ▪ Manager Legal Services, Conveyancing, Litigation and Prosecution (MLS, CLP) ▪ Company Secretary/Senior Manager Legal Services (CS/SMLS) ▪ Legal Officer (LO) 	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor

Trigger 1: Incomplete requisite documents	1.	Submission of incomplete requisite documents by the PAP for easement registration e.g some fail to submit original title deeds	90 days	LO
Trigger 2: Analogue to digital system migration	1.	Migration from analogue to digital system at the Central Land Registry has largely affected the turnaround time for registration of easements.		LO
	2.	Slow registration process at the land registry		

Process Maps/Visuals

Business process flowcharts



 REPUBLIC OF KENYA		 Kenya Electricity Transmission Company Limited <i>"Building a World Class National Grid"</i>	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		LOSS OF USE COMPENSATION	
Brief Description Document Purpose/Service		The purpose of this procedure is to ensure the KETRACO's proprietary interests are legally protected.	
Document Control: Change Record/ Version Number		KETRACO/QMS/CS&LS/PM/01 ISSUE 2/REVISION 0	
Process Owner: Name and Position		Lydia Sitienei, Company Secretary & General Manager, Legal Services	
Process Writer (s); Name and Position		Ms. Aida Churu, Legal Officer/ ISO Champion, Directorate of Legal Services	
Process Reviewer (s) Name and Position		Lydiah Wanja, Manager Legal Services, Conveyancing, Litigation and Prosecution	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	This process commences when; <ul style="list-style-type: none"> SMWA forwards accepted letters of offer to MLS, CLP together with other requisite supporting documents Grantor presents himself to KETRACO offices with accepted letter 	90 days	<ul style="list-style-type: none"> Senior Manager Wayleave Acquisition (SMWA) Manager Legal Services, Conveyancing, Litigation and Prosecution (MLS, CLP)

	<p>of offer together with the requisite documents</p> <ul style="list-style-type: none"> • The requisite documents for easement preparation, execution and registration include: <p>Land Owned by and Individual (Where Land Owner is Alive)</p> <ul style="list-style-type: none"> • Accepted Letter of Offer. • Copy of the Identity card • Copy of the PIN certificate • Two passport sized photographs • Ownership documents; Original Title; Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Recent official search (for title documents) • Bank Details including branch where account is held • Grant of easement executed by the landowner and witnessed by a lawyer. • Mobile Phone details and post office number. • Where the grantor prefers payment to be made to an account other his own, a written authority to that effect witnessed by the KETRACO wayleaves officer or area chief is required as per Form A in the Schedule herein • Strip Map and Coordinates <p>Land owned by an Individual (Deceased Land Owner)</p> <ul style="list-style-type: none"> • Accepted Letter of Offer • Grant of easement executed by the administrators of the deceased's estate witnessed by a lawyer. 		<ul style="list-style-type: none"> ▪ Company Secretary/Senior Manager Legal Services (CS/SMLS)
--	--	--	---

	<ul style="list-style-type: none"> • Grant of letters of administration or certificate of confirmation of grant. • Death certificate • Copy(ies) of the ID(s) of the administrator(s) and all beneficiaries if they are over 18 years • Copy(ies) of the PIN certificate(s) of the administrator(s) • Two passport sized photographs of the administrator(s) • Ownership document i.e. Original Title; Official Search; Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Bank Details of the proposed administrator(s) including branch where account is held • Mobile Phone details and post office number of the administrator(s). • Where the grantor(s) prefers payment to be made to an account other his own, a written authority to that effect witnessed by the KETRACO wayleaves officer or area chief – see FORM A • Strip map and coordinates <p>Land owned by Incorporated Companies</p> <ul style="list-style-type: none"> • Accepted Letter of Offer. • Grant of easement executed by two Directors or a Director and the Company Secretary and witnessed by a lawyer. • Certificate of Incorporation • Company PIN • Copy of CR-12 for the current year 		
--	---	--	--

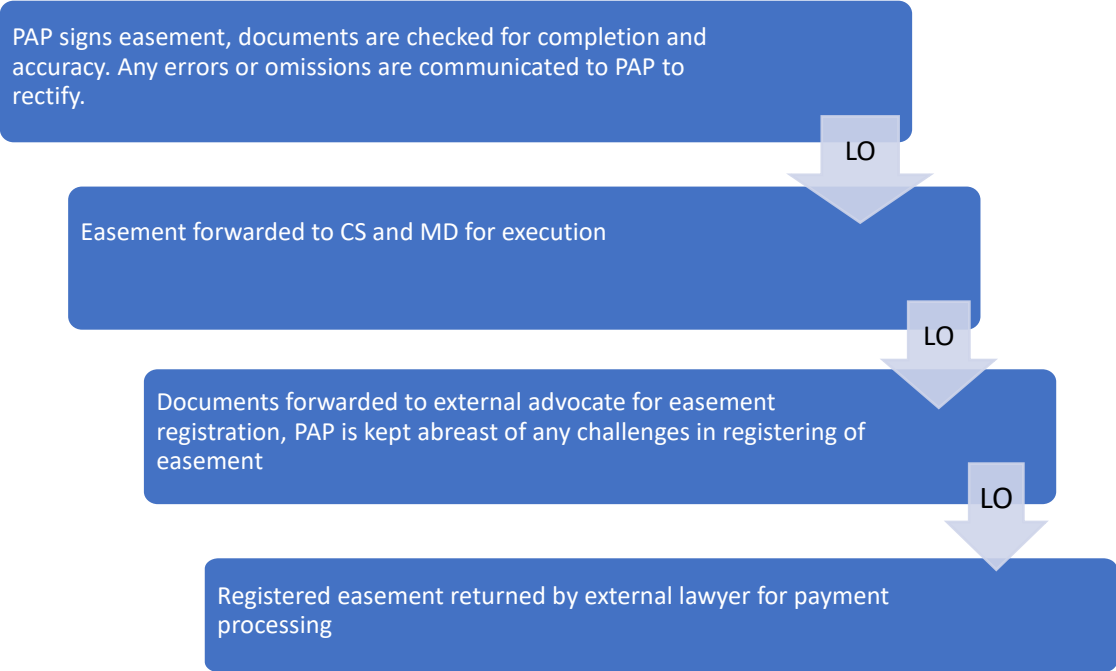
	<ul style="list-style-type: none"> • Copies of the IDs of a least two Directors (or those of a Director and the Company Secretary) • Copies of the PIN certificates of at least two Directors (or those of a Director and the Company Secretary) • Two passport sized photographs of at least two Directors (or those of a Director and the Company Secretary. • Ownership documents i.e. Original Title; Official Search; Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Bank Details of the Company including branch where account is held • Mobile Phone details of one Director/Company Secretary and post office number of the Company. • Strip map and coordinates <p>Un-adjudicated land</p> <ul style="list-style-type: none"> • Accepted Letter of Offer. • Ownership document; A letter from the chief which should contain a list of all the persons who have an interest in the property and each of these persons consenting to payment of the compensation to the designated payee (they should sign against their names). The letter should be a written corroboration that the persons listed indeed are the only ones with an interest to the land. • Confirmation from Settlement and Adjudication Officer where the land is undergoing adjudication • Copies of the IDs and PIN certificates of all the persons listed as having interest in the property. 		
--	--	--	--



	<ul style="list-style-type: none"> • Passport sized photographs of all the above persons. • Acceptance of the letter of offer. • Strip map and coordinates 			
2.	Inputs <ul style="list-style-type: none"> ▪ Board rooms to facilitate negotiations ▪ Laptops and iPads 		<ul style="list-style-type: none"> ▪ Legal Officer (LO) ▪ Manager Legal Services, Conveyancing, Litigation and Prosecution (MLS, CLP) ▪ Company Secretary/Senior Manager Legal Services (CS/SMLS) 	
3.	Outputs <ul style="list-style-type: none"> ▪ Registered easements 		<ul style="list-style-type: none"> ▪ Legal Officer 	
4.	End <ul style="list-style-type: none"> ▪ The LO shall then forward the easement agreements for execution by the CS/SMLS and MD & CEO ▪ Upon execution of the easement agreements, LO thereafter forwards the easement agreement together with other requisite documents to EA for registration within 120 days ▪ The EA reverts with the registered easement agreements, certificate of official search with an entry of registered easement and Original Title Documents. ▪ Upon registration of the easement agreement, the LO prepares request for payment within 5 days of receipt of the registered easement. ▪ The MLS, CLP shall thereafter ensure the original title documents are returned to the PAPs. 	14 Days	<ul style="list-style-type: none"> ▪ Manager Legal Services, Conveyancing, Litigation and Prosecution (MLS, CLP) ▪ Company Secretary/Senior Manager Legal Services (CS/SMLS) ▪ Legal Officer (LO) 	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor

Trigger 1: Incomplete requisite documents	1.	Submission of incomplete requisite documents by the PAP for easement registration e.g some fail to submit original title deeds	90 days	LO
Trigger 2: Analogue to digital system migration	1.	Migration from analogue to digital system at the Central Land Registry has largely affected the turnaround time for registration of easements.		LO
	2.	Slow registration process at the land registry		

Process Maps/Visuals

Business process flowcharts



			
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		CROP COMPENSATION	
Brief Description Document Purpose/Service		The purpose of this procedure is to ensure effectiveness, consistency, transparency and adherence to legal requirements in acquiring wayleave for construction of electricity transmission lines.	
Document Control: Change Record/ Version Number		KETRACO/QMS/WA/PM/01 ISSUE 2/REVISION	
Process Owner: Name and Position		Eng (Dr.) JOHN MATIVO - General Manager, Project Development Services (GM-PDS)	
Process Writer (s); Name and Position		EDEL LOKO - Assistant Land Economist/ISO Champion Wayleave & Acquisition	
Process Reviewer (s) Name and Position		JOHNSON MUTHOKA - Senior Manager, Wayleaves Acquisition (SMWA)	

STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	<p>This procedure applies to application, gazettment and publication of the public Right of Way (RoW) (Electricity Wayleave), public consultation and sensitization, grievance redress, compensation for Crop Damage.</p> <p>(a) This procedure shall start with the Land Economist shall enumerate property damage (crops, trees etc.) in PDR and sign with each PAP for concurrence, witnessed by the area Chief/ Assistant Chief.</p> <p>(b)The project Land Economist shall then cost the enumerated damage, prepare the Property Damage (crops, trees etc.) Compensation Schedule and forward the verified PDRs to SMWA for onward transmission through GM TS to GMF&S for joint verification exercise. The verified report shall then be forwarded by SMWA through GMPDS for approval.</p>	90 Days	<ul style="list-style-type: none"> • GM-PDS • SMWA • PIT 	
2.	<p>Inputs</p> <ul style="list-style-type: none"> • Route Plan • RAP report 		<ul style="list-style-type: none"> • GM-PDS • SMWA • PIT 	
3.	<p>Outputs</p> <ul style="list-style-type: none"> • CDR Forms • Inventory of asset/Asset register] • Minutes of stakeholder meetings 		<ul style="list-style-type: none"> • GM-PDS • SMWA • PIT 	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor

Trigger 1: Customer provides wrong telephone Number, email address. Trigger 2: the Person Affected by the Project challenging the evaluation figures	1.	Information does not get to the Person Affected by the Project e.g Collection of offer letters	90 days	SMWA
		PAP challenges the structure compensation details and may seek legal redress	90 days	SMWA
Trigger 3: Social Cultural grounds-	1.	Compensate the whole homestead. Polygamous homes- compensate all homes	90 days	SMWA
Process Maps/Visuals				

Business process flowcharts

GMPDS receives a request from the planning department to acquire wayleaves.

GM
PDS

GMPDS shall instruct the SMWA to commence the wayleave acquisition process.

SMWA

SMWA shall convene a kick off meeting with the PIT to share responsibilities guided by feasibility studies, RAP, ESIA, and survey data.

LAND
ECON

The Land Economist shall enumerate property damage (crops, trees etc.) in PDR and sign with each PAP for concurrence, witnessed by the area Chief/ Assistant Chief.

PROJECT
LAND
ECON

The project Land Economist shall then cost the enumerated damage, prepare the Property Damage (crops, trees etc.) Compensation Schedule and forward the verified PDRs to SMWA for onward transmission through GM TS to GMF&S for joint verification exercise. The verified report shall then be forwarded by SMWA through GMPDS for approval.

 REPUBLIC OF KENYA		 Kenya Electricity Transmission Company Limited "Building a World Class National Grid"	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		STRUCTURE COMPENSATION	
Brief Description Document Purpose/Service		The purpose of this procedure is to ensure effectiveness, consistency, transparency and adherence to legal requirements in acquiring wayleave for construction of electricity transmission lines.	
Document Control: Change Record/ Version Number		KETRACO/QMS/WA/PM/01 ISSUE 2/REVISION	
Process Owner: Name and Position		Dr. (Eng) John Mativo, General Manager, Project Development Services (GM-PDS)	
Process Writer (s); Name and Position		Mr. Johnson Muthoka, Senior Manager, Wayleaves Acquisition (SMWA)	
Process Reviewer (s) Name and Position		Project Implementation Team (PIT)	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	This procedure applies to application, gazettment and publication of the public Right of Way (RoW) (Electricity Wayleave), public consultation and sensitization, grievance redress, compensation for structures.	90 Days	<ul style="list-style-type: none"> • GM-PDS • SMWA • PIT

	<ul style="list-style-type: none"> a) This procedure shall start with the GMPDS receiving a request from the planning department to acquire wayleaves. b) The GMPDS shall instruct the SMWA to commence the wayleave acquisition process guided by availability of wayleave acquisition funds within the project budget. c) The SMWA shall convene a kick off meeting with the PIT to share responsibilities guided by feasibility studies, RAP, ESIA, and survey data. d) The SMWA shall cause the RAP valuation report for structures compensation be validated and updated by the project land economist. To avoid omissions and for clarity, where the main house in an homestead falls within the ROW but the minor units are outside the ROW, building structures within the entire homestead shall be inspected and valued while where the main house is outside the ROW but the minor units are within the ROW only the minor units shall be inspected and valued for compensation. e) SMWA shall then forward the validated and updated structure valuation/compensation schedule through GMPDS for approval. f) SMWA shall, through GMPDS, forward original approved schedule to GM-F&S to pay 70% of the structure value. g) The Project Land Economist through SMWA shall confirm existence of a new built structure(s), demolition of the affected structure(s) and advise GM-F&S to release the outstanding 30% compensation. 		
--	--	--	--

2.	Inputs <ul style="list-style-type: none"> Route Plan RAP report 			<ul style="list-style-type: none"> GM-PDS SMWA PIT
3.	Outputs <ul style="list-style-type: none"> Offer letters (land and structures) CDR Forms Inventory of asset/Asset register] Minutes of stakeholder meetings 			<ul style="list-style-type: none"> GM-PDS SMWA PIT
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Trigger 1: Customer provides wrong telephone Number, email address.	1.	Information does not get to the Person Affected by the Project e.g Collection of offer letters	90 days	SMWA
Trigger 2: the Person Affected by the Project challenging the evaluation figures	2.	PAP challenges the structure compensation details and may seek legal redress	90 days	SMWA
Trigger 3: Social Cultural grounds-	3.	Compensate the whole homestead. Polygamous homes-compensate all homes	90 days	SMWA
Process Maps/Visuals				

Business process flowchart

GMPDS receives a request from the planning department to acquire wayleaves.

GM
PDS

GMPDS shall instruct the SMWA to commence the wayleave acquisition process.

SM
WA

SMWA shall convene a kick off meeting with the PIT to share responsibilities guided by feasibility studies, RAP, ESIA, and survey data.

SMWA



SMWA shall cause the RAP valuation report for structures compensation be validated and updated by the project land economist.

SMWA

SMWA shall, through GMPDS, forward original approved schedule to GM-F&S to pay 70% of the structure value.

SMWA

The Project Land Economist through SMWA shall confirm existence of a new built structure(s), demolition of the affected structure(s) and advise GM-F&S to release the outstanding 30% compensation.

 REPUBLIC OF KENYA		 KETRACO Kenya Electricity Transmission Company Limited <i>"Building a World Class National Grid"</i>	
Institution/Organization Name:		KENYA ELECTRICITY TRANSMISSION COMPANY	
Affiliations; Ministry / Department/ County/Parent Company:		MINISTRY OF ENERGY	
Economic Sector Alignment:		ENERGY SUBSECTOR	
Big 4 Alignment:		ENABLER	
Accounting Officer:		Ag. MANAGING DIRECTOR	
Period: FY		FY 2021/2022	
Process Documentation			
Service Name		PREPARATION OF A RESETTLEMENT ACTION PLAN (RAP), SOCIAL IMPACT ASSESSMENT (SIA) AND VULNERABLE AND MARGINALISED GROUPS PLAN (VMGP)	
Brief Description Document Purpose/Service		The purpose of this procedure is to ensure effectiveness, transparency, and consistency in the preparation of a resettlement action plan (RAP).	
Document Control: Change Record/ Version Number		KETRACO/QMS/MR/QM/02.	
Process Owner: Name and Position		Dr. (Eng) John Mativo, General Manager, Project Development Services (GM-PDS)	
Process Writer (s); Name and Position		Mr. Johnson Muthoka, Senior Manager, Wayleaves Acquisition (SMWA)	
Process Owner: Name and Position		Dr. (Eng) John Mativo, General Manager, Project Development Services (GM-PDS)	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor

1.	<p>1.1 This procedure shall start with the GMPDS receiving a request from the planning department to undertake a resettlement study for projects found feasible from the feasibility studies.</p> <p>1.2 The GMPDS will convene a kickoff meeting with the project implementation team to share responsibilities as detailed in the feasibility study and survey reports.</p> <p>1.3 If the process is to be outsourced, the Land and Socio-economists shall draw up TOR and RFP for procurement of the consultant and forward to the SM SC through SM WA and GMPDS.</p> <p>1.4 The Land and Socio-economists in liaison with the project team shall ensure that the consultant undertakes the process as per the provisions of the contract.</p> <p>1.5 A final RAP report will be prepared and forwarded to the GMPDS through the SMWA for review.</p> <p>1.6 Upon receipt, the GMPDS shall in consultation with the financier conduct a quality review of the RAP report for approval.</p> <p>1.7 In case of disapproval, the GMPDS shall give recommendations to the RAP team for review and amendment.</p>	90 Days	<ul style="list-style-type: none"> • GM-PDS • SMWA • PIT
----	--	---------	---

	<p>1.8 Upon approval, the GMPDS shall ensure that the RAP is implemented as per the approved plan.</p> <p>1.9 In case the process is internal, the surveyor, environmentalist, Land and Socio-economists shall jointly prepare and forward to the GMPDS a work plan for approval detailing resource requirement, activities, and timelines.</p> <p>1.10 In approving the plan, the GMPDS shall consider the following: -</p> <ul style="list-style-type: none"> a) The length of the transmission corridor b) Availability of funds and approved budget c) Projected number of PAPs, d) Financiers' resettlement requirements e) Project timelines <p>1.11 In the event the plan is not adequate, the GMPDS shall make recommendations and refer the plan back to the team for amendment and resubmission.</p> <p>1.12 Upon approval, the team shall execute the plan by conducting a household census and assets inventory of the affected persons using the original route plan from the feasibility studies.</p> <p>1.13 The RAP team shall then enumerate and register all people affected by the project in the PAP register.</p>		
--	---	--	--

	<p>1.14 After registration of the PAPs, the socio economist shall conduct a socio-economic survey to gather all the pertinent demographic data and related socioeconomic information from the PAPs. This information includes but not limited to the following:</p> <ul style="list-style-type: none"> a) Age, b) Sex, c) Family size, d) Births, and deaths, e) Ethnicity, f) Health, g) Education, h) Occupation, and i) Income sources <p>1.15 After gathering the information in 3.9 above, the Land Economist shall prepare a compensation matrix to determine the estimated budget for the compensation.</p> <p>1.16 The Socio-economist shall carry out detailed stakeholder engagement with the PAPs regarding the RAP Implementation strategy.</p> <p>1.17 A final RAP report will be prepared and forwarded to the GMPDS through the SMWA for review.</p> <p>1.18 Upon receipt, the GMPDS shall in consultation with the financier conduct a quality review of the RAP report for approval.</p> <p>1.19 In case of disapproval, the GMPDS shall give recommendations to the RAP team for review and amendment.</p>		
--	---	--	--

	1.20 Upon approval, the GMPDS shall ensure that the RAP is implemented as per the approved plan.			
2.	Inputs • Route Plan		<ul style="list-style-type: none"> • GM-PDS • SMWA • PIT 	
3.	Outputs • Final RAP Reports		<ul style="list-style-type: none"> • GM-PDS • SMWA PIT 	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Trigger 1: Customer provides wrong telephone Number, email address.	1.	Information does not get to the Person Affected by the Project	90 days	SMWA

		e.g Collection of offer letters		
Trigger 2: the Person Affected by the Project challenging the evaluation figures		PAP challenges the structure compensation details and may seek legal redress	90 days	SMWA
Process Maps/Visuals				

Business process flowcharts

GMPDS receiving a request from the planning department to undertake a resettlement study for projects found feasible from the feasibility studies

GM
PDS

GMPDS convenes a kickoff meeting with the project implementation team to share responsibilities as detailed in the feasibility study and survey reports.

SM
WA

SMWA shall convene a kick off meeting with the PIT to share responsibilities guided by feasibility studies, RAP, ESIA, and survey data.

SMWA

If the process is to be outsourced, the Land and Socio-economists shall draw up TOR and RFP for procurement of the consultant and forward to the SM SC through SM

SMWA

The Land and Socio-economists in liaison with the project team ensures that the consultant undertakes the process as per the provisions of the contract.

A final RAP report is prepared and forwarded to the GMPDS through the SMWA for review.