

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

"Stable Power Grid that will Transform Lives in the region and beyond"

MISSION STATEMENT

"To provide a stable electricity grid and facilitate power trade for sustainable socio-economic development"

TYPE OF SERVICE	SERVICE RENDERED	CUSTOMER/STAKEHOLDER REQUIREMENT	RESPONSE TIME	CHARGES
Customer Service & Complaints	Customer Service	Communication of issue	within 24 hours of receipt of communication	Free
	Management of complaints/Compliments	Complaint/Compliment	Acknowledge immediately & respond within 14 days	Free
Procurement	Procurement	Prequalification. Purchase of tender documents, sealed bids, supply of goods & services	30 days	Not more than Ksh. 1000
	Payments	Relevant documentation	30 days or as per the contract terms	Free
Line trace & Land Acquisition	Land/Trace acquisition	Valid ownership documents	90 working days	Free
	Loss of use compensation	Valid ownership documents and consent	90 working days	Free
	Crop compensation	Proof of ownership/letter from local administration	90 working days	Free
	Structures compensation	Ownership and consent	90 working days	Free
	Resettlement	Ownership and consent	12 months	Free

WE ARE 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, Kenya Electricity Transmission Company or any other Senior Officer of the company.

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12800 Website: www.ketraco.co.ke

Email: info@ketraco.co.ke

or

Communication officer - Customer care Telephone: (+254) 719 018021, Email: complaints@ketraco.co.ke

or

The Commission Secretary, Commission on Administrative Justice: 2nd Floor, West End Towers, Waiyaki Way, Westlands P.O. Box 20414-00200

Nairobi; Telephone: (+254) 020 2270000; Website: www.ombudsman.go.ke