



RESOLVED CITIZENS SERVICE DELIVERY CHARTER

- **Mandate:** Management, Development, Rehabilitation and Maintenance of National Trunk Roads.
- **Vision:** A quality National Trunk Road Network to all for prosperity.
- **Mission:** To develop and manage resilient, safe, and adequate National Trunk Roads for sustainable development through innovation and optimal utilization of resources.

No.	SERVICE	CITIZEN REQUIREMENTS	TIMELINES	CHARGES
1.	Response to phone calls (Landline or official line)	Make a phone call	15 seconds	Free
2.	Response to enquiry by walk-in clients	Walk in and make the enquiry	1 minute	Free
3.	Response to correspondence	Written correspondence (Letters)	5 Working Days	Free
		Email and social media (Twitter, TikTok, Facebook, YouTube, Instagram, LinkedIn)	1 Working Day	Free
4.	Processing of request for information/Inquiry	Make a request for information/inquiry	21 Days	Free
5.	Acknowledgement to public complaints, grievances and inquiries	Make a complaint/inquiry	1 Working Day	Free
6.	Resolution of public complaints, grievances and inquiries	Make a verbal or written complaint/inquiry through Letter, Email, Walk-in, Social media, Telephone	21 Days	Free
7.	Registration of suppliers and Prequalification	<ul style="list-style-type: none">Download the prequalification form from the websiteDuly filled application formCompany profileCertificate of incorporation/RegistrationPIN CertificateValid Tax complianceCertificate / ExemptionsOriginal bank StatementsCopy of certificate of registration with relevant regulatory bodiesNon -refundable fee payment receiptCopies of annual return forms filled by company registryNational ID/Passport	14 Working Days	Free
8.	Processing of tenders, works, goods and services	Submit bids for works, goods and services	90 Days	Free
9.	Notification of outcomes of tender process	Access e-procurement portal for notification	1 Working Day upon DG's approval of intention to award	Free
10.	Payment for goods/services and works rendered as per the contract agreement terms	Delivery note, L.P.O/L.S.O, Invoice, Fee Notes, Contract terms, Certificate of works	60 days from the date of the receipt of invoice	Free
11.	Disposal of obsolete stores	Submission of bids	60 days from the date of advertisement	Free
12.	Recruitment and Selection	Application documents as per criteria provided	63 Working Days	Free
13.	Issuance of public notice on emergencies such as cut-offs	Adherence to issued directives	2 Hours	Free

Core Values:	● Accountability	● Sustainability	● Innovation	● Teamwork
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KeNHA IS COMMITTED TO EXCELLENCE IN SERVICE DELIVERY

Any service rendered by the Authority and 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:

- **Director General,**
Kenya National Highways Authority (KeNHA), **Head Office, Barabara Plaza, Block A,** Off Airport South Road, along Mazao Road, P.O Box 49712 (00100) **Nairobi Kenya**
Email: dg@kenha.co.ke, complaints@kenha.co.ke
Tel: 020 4954000 / 0700423606 / 0800 211 244
- **The Commission Secretary / CEO,**
Commission on Administrative Justice, 2nd Floor, West End Towers, **Waiyaki Way,**

P.O. Box 20414 - 00200 Nairobi
Tel: +254(0)20-2270000/2303000
Email: complain@ombudsman.go.ke

No.	SERVICE	CITIZEN REQUIREMENTS	TIMELINES	CHARGES
14.	Issuance of public notice on disruption on the national trunk roads due to scheduled works	Adherence to issued directives	7 Days	Free
15.	Restoration of traffic passage due to emergencies	Reporting an emergency on the roads	2 Days	Free
16.	Provision of Axle Load Exemption Permit	<ol style="list-style-type: none">New applicants to register on the Permit application portal on the KeNHA website and applyExisting applicants to login to the Permit application portal on the KeNHA website and applySelect exemption permit service on the portal MANDATORY REQUIREMENTS FOR ALL APPLICANTS Copy of Logbook, Valid NTSA inspection report, Valid Insurance certificate, front and side view photos of the vehicle loaded. As and when required: <ol style="list-style-type: none">Provide Route survey report for: Vehicles with width of more than 4m, Height more than 4.7m and Length more than 23mAdvertisement in the local dailies for width more than 4m, and Length more than 23mGazette Notice for client vehicles with more than 6 axles and more than 3 axles in a groupBill of lading for cargo exceeding 50,000Kgs	2 Working Days	<ul style="list-style-type: none">Upto 25,000 Kg of oversize load – Kshs. 5,000Exceeding 25,000 kg of oversize but less than 50,000 kg – Kshs.10,000Oversize cargo exceeding 50,000 kg – kshs. 250,000Exceeding 2.65m maximum overall vehicle width with projection beyond the width of the vehicle – kshs. 5,000Exceeding 4.20m maximum overall vehicle height, laden or unladen, measured from the road surface – kshs. 10,000Exceeding 12.50m maximum overall length of rigid chassis goods or passenger vehicle – kshs. 15,000Exceeding 17.40m maximum overall length of articulated vehicle including the semi-trailer – kshs. 20,000Exceeding 22.00m maximum overall length of a combination of a motor vehicle and a drawbar trailer or vehicle and a semi-trailer with a drawbar trailer coupled to the latter. – kshs. 25,000
17.	Approval of roadside developments	<ol style="list-style-type: none">New applicants to register on the portal and apply.Existing applicants to log in and apply.Select Access Roads on the portal. Fill and upload the following documents: <ul style="list-style-type: none">A survey map of the property from the Survey of KenyaDetailed Engineering Design Drawings with general layout, access cross-sections, drainage details, and all other relevant details to scaleTraffic Impact Assessment Report with a letter from the Regional Director/Corridor Director where the road section falls under authorizing the same.20m interval cross sections/longitudinal profile.A geo-referenced map (UTM map projection, Arc 1960 Datum) giving the location and affected plot(s) of the road.Traffic Impact Assessment report data capturing the Average Daily Traffic (ADT) with a 10-year projection.All class A roads to have a holding lane for right turning while class B roads to be determined by the TIA report. NB: All Drawings/Designs, TIA should be signed off/submitted by the Professional Engineer and the current Practicing License attached. Submit	15 Working Days	Fees payable upon application for approval to construct access road/lane to premises – kshs. 115,000
		1. Select Utility (water, sewer, power, fiber optic) on the portal. Fill and upload the following documents: <ul style="list-style-type: none">Detailed Engineering Design Layout Drawings overlain on a properly geo-referenced map (UTM map projection, Arc 1960 Datum) showing cadastral data.Longitudinal profile, cross-sections of typical trenches and road crossings (micro-tunneling), junctions and manholes/hand holes with coordinates.Submit	15 Working Days	To lay pipes, ducts or cables not exceeding 0.5-meter diameter per lane- Road Class A – kshs. 100,000 Road Class B – kshs. 80,000 To lay pipes, ducts or cables exceeding 0.5 meter diameter per lane - Road Class A - 150,000, Road Class B – 120,000 Trenching along per KM – kshs. 5,000
		2. Select Advertisement structures (billboards, sign boards). Fill and upload the following documents: <ul style="list-style-type: none">A properly geo-referenced location map (UTM map projection, Arc 1960 Datum) showing all salient features and the location of the advertisement structure (with coordinates) in relation to the road and other existing utilities.For the support structure, Detailed Engineering Design Drawing and supporting computations certified by a Professional Structural Engineer.Submit	15 Working Days	To place advertisement (Billboards and sign boards) (per sq m) – Kshs. 5,000
18.	Refund of Deposits/Performance Guarantee	Bank Details of the applicant, As built drawings, Request for inspection, Issuance of Completion Certificate	7 Working Days	Free