



DEPARTMENT OF ROADS, TRANSPORT, ENERGY & PUBLIC WORKS

SERVICE DELIVERY CHARTER

VISION:

To be a world-class provider of cost-effective and sustainable infrastructure.

MISSION

To provide efficient, affordable and reliable infrastructure and services in areas of Roads, Transport, energy and the built environment.

NO	SERVICE RENDERED	CUSTOMER OBLIGATION	USER CHARGES	TIMELINES
1	Attending to Clients at the reception	Present oneself at the department reception	Free	3 minutes
2	Responding to customer complaints and enquiries	Present the complaint through the established channels	Free	Same day upon receipt
3	Maintenance of street lighting	Provide detailed information on problem areas	Free	3 days from receipt or case to case basis
4	Maintenance of county vehicles and equipment	Present the vehicle for inspection	Free	4 Days from date of pre inspection depending on nature of defect
5	Road maintenance	Provide information on affected areas	Free	As per program time table and approved budgets
6	Construction projects packaging (Data collection, designs, BOQ preparation)	client departments to present a formal request (facilitation)	Free	3 months
7	Project supervision	Present a formal request (facilitate)	free	As per contract period
8	Request for information	Present a formal request	free	2 weeks from receipt

FEEDBACK MECHANISM:

P.O. BOX 78-90300- MAKUENI

Website: www.makueni.go.ke

Email : transport@makueni.go.ke,

Complaints.Transport@makueni.go.ke