



KenGen
Energy for the nation.

SERVICE DELIVERY CHARTER

No.	Nature of Service	Requirement for Service	Timeline	Aina za Huduma	Ombi la Kipaumbele	Muda wa Makataa
		ENGLISH		KISWAHILI		
1	Correspondence	Official communication	5 days	Masuala	Mawasiliano rasmi	Siku 5
2	Attend to visitors	-	15 minutes	Kuhudumia wageni	-	Dakika 15
3	Queries	Official communication	24 hours	Maswali	Mawasiliano rasmi	Saa 24
4	Complaints	Official complaint	14 days	Malalamishi	Malalamishi yawe rasmi	Siku 14
5	Media requests for interviews	Official request	Feedback within 5 days	Ombi la mahojiano na vyombo vya habari	Ombi rasmi	Siku 5
6	Evaluation of tenders/quotations	-	30 days	Tathmini ya zabuni	-	Siku 30
7	Payments to contractors & fuel suppliers	Receipt of compliant documents	60 days / as per contract terms	Malipo kwa Wakadarasi na wasambazaji mafuta	Resiti za stakabadhi inavyotakikana	Siku 60
8	Payments to consultants & non-fuel suppliers	Receipt of compliant documents	30 days / as per contract terms	Malipo kwa Washauri na wasambazaji bidhaa visivyo vya mafuta	Resiti za stakabadhi inavyotakikana	Siku 30
9	Publication of financial statements	-	60 days (Half year); 31 st October (Full year)	Uchapishaji wa stakabadhi za kifedha	-	Siku 60 (Nusu Mwaka); 31 Oktoba (Mwaka mzima)

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that 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:

- Managing Director & CEO,
Kenya Electricity Generating Company Limited.
KenGen Pension Plaza II, Kolobot Road, Parklands, Nairobi.
P.O. Box 47936-00100, Nairobi
Tel: +254 (0)20 3666000 / +254 711036000 / +254 732116000 | Email: info@kengen.co.ke
- The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200, Nairobi
Tel : +254 (0)20 240337/0722970604 | Email : info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

NOTE: All our services are offered free of charge