



# CUSTOMER SERVICE CHARTER

## INTRODUCTION

This Service Charter is a commitment by the Kenya Electricity Transmission Company Limited (KETRACO) to improve service delivery to our customers and all our stakeholders.

## VISION STATEMENT

“To be a world-class electricity transmission company and the leading interconnector in Africa.”

## MISSION STATEMENT

“To provide reliable, efficient and effective electricity transmission and promote power trade for sustainable socio-economic development.”

## CORE VALUES

As a public sector institution we are dedicated to excellence in provision of high quality professional services to all our customers. KETRACO is committed to upholding the following Core Values as the guiding principles while undertaking its operations:

CUSTOMER FOCUS	INTEGRITY
TEAMWORK	INNOVATION
SUSTAINABILITY	EQUITY
PROFESSIONALISM	SAFETY

## NATIONAL VALUES

KETRACO also upholds the national values and principles of governance in pursuing its mission and vision. The leadership role of the Board of Directors is guided by the following National Values:

- (a) patriotism, national unity, sharing and devolution of power, the rule of law, democracy and participation of the people;

- (b) human dignity, equity, social justice, inclusiveness, equality, human rights, non-discrimination and protection of the marginalised;
- (c) good governance, integrity, transparency and accountability; and
- (d) sustainable development.

## OUR STAKEHOLDERS

1. Shareholders
2. Kenya Power
3. Kenya Electricity Generating Company Limited
4. Independent Power Producers (IPP)
5. Electricity Regulatory Commission
6. Geothermal Development Company Limited
7. Development Partners
8. Consultants and Contractors
9. Suppliers
10. Telecommunication Companies
11. Members of the Public

## CORE FUNCTIONS

Arising from our mandate, our Core Functions include:

1. Planning the National Electricity Transmission Grid;
2. Financial resource mobilization for operations and financial sustainability;
3. Design of power transmission infrastructure;
4. Construction of power transmission infrastructure;
5. Operation of the transmission system;
6. Maintenance of age power transmission infrastructure;
7. Power management and trade.

## OUR PLEDGE TO YOU

We will:

1. Work in conjunction with our partners and all stakeholders in ensuring that construction and maintenance of transmission lines and sub-stations is accomplished within set timelines;
2. Pay for goods and services either within thirty (30) days from receipt of paper documents, or according to the terms of contract;
3. Communicate the outcome of tenders to all tenderers within thirty (30) days;
4. Maintain a clean and safe working environment;

5. Provide friendly and reliable service by qualified staff;
6. Use your feedback as an opportunity to learn and improve our service delivery;
7. Welcome all complaints and address issues promptly;
8. Attend to you promptly and courteously;
9. Answer the phone within the first three rings and if we cannot deal with your call immediately, an interim response can be expected;
10. Acknowledge receipt of your e-mail within 24 hours subject to availability of connectivity;
11. Treat your concerns seriously and with confidentiality; and
12. Wear an official name tag that clearly identifies the staff number.

## OUR CHARGES, COMPENSATION AND RESETTLEMENT

Guided by relevant regulatory framework, the Company will:

1. Compensate for loss of land use, properties and crops damaged within three months upon receiving requisite approvals;
2. Resettle households affected by construction of electricity transmission lines and substations within twelve months upon receipt of requisite approvals;

## CUSTOMER'S OBLIGATIONS

The Company expects its customers:

1. To treat staff with respect and courtesy;
2. To never attempt to compromise the integrity of the Company's staff;
3. To communicate their issues clearly in order to enable our staff deliver services satisfactorily;
4. To report any damage, vandalism or theft of our transmission lines and substations and other KETRACO properties;
5. To be honest and ethical in your dealings with us;
6. To provide us with clear feedback about our services within reasonable time frames;
7. To ensure that the letters you send to us are correctly addressed, including the correct postal code, and to provide us with complete contact information to enable us to respond promptly;
8. To report any observed irresponsibility, impropriety and corruption by our staff;
9. To comply with directions or instructions given by our authorised staff and;
10. To abide to legal requirements and other obligations that you must meet in order to be eligible for payments or services sought.

## COMPLAINTS FEEDBACK AND SUGGESTIONS

We welcome any feedback including complaints, recommendations and suggestions about making improvements to our services. Feedback can be made in writing via letter, fax, e-mail, telephone or by completing the feedback form and returning it to the Reception Desk.

Complaints to KETRACO may be lodged with staff on site, administration office or Customer Service Office (CSO) in person, via telephone, letter or email. In the event the complaint/issue is outside KETRACO's jurisdiction, the Company endeavours to resolve the matter within 90 days.

### Contact Us

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Nairobi

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Email: [info@ketraco.co.ke](mailto:info@ketraco.co.ke)  
Website: [www.ketraco.co.ke](http://www.ketraco.co.ke)

Or

Customer Service Officer  
Telephone: 020 4956021  
0719 018021  
Email: [complaints@ketraco.co.ke](mailto: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  
Tel: 020 2270000  
[www.ombudsman.go.ke](http://www.ombudsman.go.ke)

The Board of Directors, Management and Staff of KETRACO look forward to working with all our customers and stakeholders to provide quality services that meet and surpass your expectations. We promise to constantly review our Service Charter to ensure that our clients' needs are addressed.

This Service Charter is issued under the authority of the Board of Directors by:

**FCPA Fernandes Barasa**  
**Managing Director and CEO**  
**Kenya Electricity Transmission Company Limited**