<table>
<thead>
<tr>
<th>NO.</th>
<th>SERVICE RENDERED</th>
<th>CUSTOMER OBLIGATIONS</th>
<th>USER CHARGES</th>
<th>TIMELINES</th>
</tr>
</thead>
</table>
| 1.  | Access to Information | 1. Honesty and integrity. Pay prescribed charges if any  
2. Courtesy and clarity  
3. Provide clear and concise information by email or letter  
4. Use of appropriate channels including:  
   • Pay a visit to our offices  
   • Call our office lines  
   • Write a letter or email to the Managing Director  
   • Use feedback boxes at our offices countryside | As prescribed in the access to Information Act 2016 | Within ten (10) minutes  
Phone calls: Answer telephonic calls at the third ring or within 15 seconds  
Letters: We will acknowledge written correspondence via letter within seven (7) working days  
Email: Electronic correspondence via email within one (1) working day  
General information requests: 48 hours (On occasions this will extend to a maximum of 21 days) |  |
| 2.  | Access of tender documents after advertising | Visit the Kenya railways website (www.krc.co.ke) and download the tender document | NIL | Upload the tender documents on the KRC website and Public Procurement Initiative Portal (PPIP) platform before the advert runs. |
| 3.  | Registration of Suppliers and Service Providers | • Certified Copies of Registration/Incorporation Certificate  
• Current KRA Tax Compliance Certificate  
• Valid i-Tax PIN Certificate  
• Valid Special Group Registration Certificate  
• CR 12 Certificate issued within the last three months  
• Filled, Signed and Stamped Confidential Business Questionnaires  
• Provide a Certified copy of current Business Permit / License  
• Filled, Signed and Stamped Integrity Declaration Form Process | NIL | Three (3) Months. |
| 4.  | Payment | Timely availing of relevant documents including but not limited to:  
• Invoices  
• Delivery notes  
• Bank *c*alls  
• Local Purchasing/Service Order | N/A | Supply of goods and services  
Consultancies: As per the contract |
| 5.  | Property/Tenant Applications processing | • Fully Completed application forms | Depending on availability | seven (7) days |
| 6.  | Recruitment | • Letter of Application  
• Requirements in response to Advertisement | N/A | Acknowledge receipt within one (1) Month |
| 7.  | Industrial Attachment | • Relevant letter from training institution  
• Letter of Application  
• Curriculum Vitae  
• Transcripts from previous semesters  
• Students Insurance cover | N/A | Acknowledge receipt within one (1) Month |
| 8.  | Train Journey | • For Masaikara express Passenger Service customers  
Valid ticket with passenger name and ID/ Passport number.  
• For Nairobi Commuter Rail service customers a valid ticket  
• Punctuality to the departing station  
• Adherence to conditions of carriage | Requisite fare | Immediately |
| 9.  | Group bookings for the Madaraka Express Passenger Service | • Request letter sent to Kenya Railways before 65 days to the date of travel  
• Proof of payment made not later than sixty two (62) days to the date of travel  
• Details of the passengers (Name, Copy of National ID, Contact Details) | Receipt as proof of payment | One (1) day |
| 10. | Facilitating visits to Kenya Railways Premises | • Prior Communication done at least one (1) week to the planned date of visit  
• Adequate Information detailing the numbers, time, expectations | Prescribed fee at point of visit | One (1) day |
| 11. | Photography & Videography | • Letter of request  
• Proof of registration,  
• Filmng Permit and License  
• Credentials of the crew  
• Filming schedule | Prescribed fees for the various areas of interest | One (2) week |
| 12. | Media Facilitation | • Formal request | NIL | One (1) week |
| 13. | Customer Complaints | Use of appropriate channels including:  
• Pay a visit to our offices  
• Call our office lines  
• Write a letter or email to the Managing Director  
• Use feedback boxes at our offices countryside | N/A | Personal visit  
Phone calls: Answer telephonic calls at the third ring or within 15 seconds  
Letters: We will acknowledge written correspondence via letter within seven (7) working days  
Email: Electronic correspondence via email within one (1) working day  
General information requests: 48 hours (On occasions this will extend to a maximum of 21 days)  
• Respond to complaints within seven (7) working days upon resolution of cases. |  |