



**KENYA PIPELINE COMPANY LIMITED  
CITIZEN'S SERVICE DELIVERY CHARTER**

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No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good	Timeline
1.	Receiving and backloading of the following refined petroleum products from and to ship: i. Motor Spirit Premium (PMS). ii. Automotive Gas Oil (AGO). iii. Illuminating Kerosene (IK). iv. Jet A-1 (aviation turbine fuel).	a) Signing of Transport & Storage Agreement (TSA) between Kenya Pipeline Company Limited & Oil Marketing Company (3 copies). b) Customer cooperation on due diligence.	None	Thirty (30) days

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2.	Service execution (transport, storage and dispensing refined petroleum products)	Provision of the minimum linefill obligation of 1,000m <sup>3</sup>	<p><b>Multi-Year Pipeline Transport Tariff (2019/20-2021/22)</b></p> <table border="1" data-bbox="958 304 1861 448"> <thead> <tr> <th>Period</th> <th>Applicable tariff (Kshs/m<sup>3</sup>/km)</th> </tr> </thead> <tbody> <tr> <td>2019/2020</td> <td>5.07</td> </tr> <tr> <td>2020/2021</td> <td>4.81</td> </tr> <tr> <td>2021/2022</td> <td>4.61</td> </tr> </tbody> </table> <p>Based on the above annual unit rates per kilometre and per cubic metre, the following are disaggregated rates for local and export market customers:</p> <p><b>*Local Tariff: (Kshs/m<sup>3</sup>, inclusive of Value Added Tax - VAT)</b></p> <table border="1" data-bbox="958 576 1861 826"> <thead> <tr> <th>Loading depot</th> <th>2019/2020</th> <th>2020/2021</th> <th>2021/2022</th> </tr> </thead> <tbody> <tr> <td>a) Nakuru</td> <td>3,138.33</td> <td>2,977.39</td> <td>2,853.59</td> </tr> <tr> <td>b) Eldoret</td> <td>4,035.72</td> <td>3,828.76</td> <td>3,669.56</td> </tr> <tr> <td>c) Kisumu</td> <td>4,030.65</td> <td>3,823.95</td> <td>3,664.95</td> </tr> <tr> <td>d) Nairobi Terminal</td> <td>2,281.50</td> <td>2,164.50</td> <td>2,074.50</td> </tr> <tr> <td>e) Petrocity/Konza</td> <td>1,962.09</td> <td></td> <td></td> </tr> </tbody> </table> <p><b>*Export Tariff: (USD/m<sup>3</sup>, exclusive of VAT)</b></p> <table border="1" data-bbox="958 890 1861 1141"> <thead> <tr> <th>Loading Depot</th> <th>2019/2020</th> <th>2020/2021</th> <th>2021/2022</th> </tr> </thead> <tbody> <tr> <td>a) Nakuru</td> <td>30.98</td> <td>29.39</td> <td>28.17</td> </tr> <tr> <td>b) Eldoret</td> <td>39.84</td> <td>37.80</td> <td>36.22</td> </tr> <tr> <td>c) Kisumu</td> <td>39.79</td> <td>37.75</td> <td>36.18</td> </tr> <tr> <td>d) Moi International Airport</td> <td>22.52</td> <td>21.37</td> <td>20.48</td> </tr> <tr> <td>e) Jomo Kenyatta Airport</td> <td>22.52</td> <td>21.37</td> <td>20.48</td> </tr> <tr> <td>f) Shimanzi Oil Terminal</td> <td>1.00</td> <td>1.00</td> <td>1.00</td> </tr> </tbody> </table> <p><b>*Kipevu Oil Terminal (KOT) - Kipevu Oil Storage Facility (KOSF) / Kenya Petroleum Refineries Limited (KPRL) / VTTI Tariffs: (USD/m<sup>3</sup>, exclusive of VAT)</b></p> <table border="1" data-bbox="958 1273 1861 1390"> <thead> <tr> <th>Service Products</th> <th>2019/2020</th> </tr> </thead> <tbody> <tr> <td>a) Jetty handling</td> <td>0.99</td> </tr> <tr> <td>b) Primary Storage</td> <td>4.19</td> </tr> </tbody> </table>	Period	Applicable tariff (Kshs/m <sup>3</sup> /km)	2019/2020	5.07	2020/2021	4.81	2021/2022	4.61	Loading depot	2019/2020	2020/2021	2021/2022	a) Nakuru	3,138.33	2,977.39	2,853.59	b) Eldoret	4,035.72	3,828.76	3,669.56	c) Kisumu	4,030.65	3,823.95	3,664.95	d) Nairobi Terminal	2,281.50	2,164.50	2,074.50	e) Petrocity/Konza	1,962.09			Loading Depot	2019/2020	2020/2021	2021/2022	a) Nakuru	30.98	29.39	28.17	b) Eldoret	39.84	37.80	36.22	c) Kisumu	39.79	37.75	36.18	d) Moi International Airport	22.52	21.37	20.48	e) Jomo Kenyatta Airport	22.52	21.37	20.48	f) Shimanzi Oil Terminal	1.00	1.00	1.00	Service Products	2019/2020	a) Jetty handling	0.99	b) Primary Storage	4.19	Linefill execution within six (6) months of TSA commencement
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3.	Laboratory testing services for quality certification of refined petroleum products.	a) Submission of test sample b) Contract letter	<p><b>*Laboratory testing for external samples in Nairobi, Nakuru, Eldoret, Kisumu &amp; Mombasa: (Kshs, inclusive of VAT)</b></p> <table border="1" data-bbox="958 600 1883 1142"> <thead> <tr> <th data-bbox="958 600 1697 667">Test parameters</th> <th data-bbox="1697 600 1883 667">*Charges (Kshs)</th> </tr> </thead> <tbody> <tr> <td data-bbox="958 667 1697 702">a) Jet A-1/Illuminating Kerosene recertification</td> <td data-bbox="1697 667 1883 702">26,490</td> </tr> <tr> <td data-bbox="958 702 1697 737">b) Lubricating Oil analysis</td> <td data-bbox="1697 702 1883 737">12,500</td> </tr> <tr> <td data-bbox="958 737 1697 772">c) Ground fuel contamination checks</td> <td data-bbox="1697 737 1883 772">10,000</td> </tr> <tr> <td data-bbox="958 772 1697 807">d) Jet Fuel Thermal Oxidation Test (JEF-TOT) for Jet A - 1</td> <td data-bbox="1697 772 1883 807">8,000</td> </tr> <tr> <td data-bbox="958 807 1697 842">e) Fatty Acid Methyl Ester (FAME) for Jet A-1</td> <td data-bbox="1697 807 1883 842">10,000</td> </tr> <tr> <td data-bbox="958 842 1697 877">f) Millipore Membranes analysis</td> <td data-bbox="1697 842 1883 877">7,000</td> </tr> <tr> <td data-bbox="958 877 1697 912">g) Kinematic Viscosity</td> <td data-bbox="1697 877 1883 912">4,000</td> </tr> <tr> <td data-bbox="958 912 1697 948">h) Electrical conductivity of Jet A - 1</td> <td data-bbox="1697 912 1883 948">3,000</td> </tr> <tr> <td data-bbox="958 948 1697 983">i) Octane Number RON for MSP</td> <td data-bbox="1697 948 1883 983">9,900</td> </tr> <tr> <td data-bbox="958 983 1697 1018">j) Induction Period in MSP</td> <td data-bbox="1697 983 1883 1018">4,730</td> </tr> <tr> <td data-bbox="958 1018 1697 1053">k) Reid Vapour Pressure (RVP) in MSP</td> <td data-bbox="1697 1018 1883 1053">1,540</td> </tr> <tr> <td data-bbox="958 1053 1697 1088">l) FIA in Jet A-1</td> <td data-bbox="1697 1053 1883 1088">3,080</td> </tr> <tr> <td data-bbox="958 1088 1697 1142">m) Cold Filter Plugging Point (CFPP) in AGO</td> <td data-bbox="1697 1088 1883 1142">1,925</td> </tr> </tbody> </table> <p><b>Breakdown of charges on parameter for ground fuel contamination checks:</b></p> <table border="1" data-bbox="958 1206 1883 1353"> <thead> <tr> <th colspan="2" data-bbox="958 1206 1883 1241"><b>Automotive Gas Oil (AGO)</b></th> </tr> <tr> <th data-bbox="958 1241 1630 1276">Parameter</th> <th data-bbox="1630 1241 1883 1276">*Charges (Kshs)</th> </tr> </thead> <tbody> <tr> <td data-bbox="958 1276 1630 1311">a) Appearance</td> <td data-bbox="1630 1276 1883 1311">600.00</td> </tr> <tr> <td data-bbox="958 1311 1630 1353">b) Density at 20 degrees</td> <td data-bbox="1630 1311 1883 1353">1,350.00</td> </tr> </tbody> </table>	Test parameters	*Charges (Kshs)	a) Jet A-1/Illuminating Kerosene recertification	26,490	b) Lubricating Oil analysis	12,500	c) Ground fuel contamination checks	10,000	d) Jet Fuel Thermal Oxidation Test (JEF-TOT) for Jet A - 1	8,000	e) Fatty Acid Methyl Ester (FAME) for Jet A-1	10,000	f) Millipore Membranes analysis	7,000	g) Kinematic Viscosity	4,000	h) Electrical conductivity of Jet A - 1	3,000	i) Octane Number RON for MSP	9,900	j) Induction Period in MSP	4,730	k) Reid Vapour Pressure (RVP) in MSP	1,540	l) FIA in Jet A-1	3,080	m) Cold Filter Plugging Point (CFPP) in AGO	1,925	<b>Automotive Gas Oil (AGO)</b>		Parameter	*Charges (Kshs)	a) Appearance	600.00	b) Density at 20 degrees	1,350.00	24 hours
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Handling service fee	20.00																																							
Storage fee	5.00																																							
<p data-bbox="123 1204 481 1236">*Terms and Condition apply.</p> <p data-bbox="123 1236 1512 1268">*All local products and services are Value Added Tax (VAT) inclusive whereas export services are VAT exclusive.</p> <p data-bbox="123 1268 750 1300">*All transactions are also bound by the signed TSA.</p>																																								

**COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

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 our commitment to courtesy and excellence in service delivery should be reported to:

<p><b>1. The Managing Director</b> Kenya Pipeline Company Limited 6<sup>th</sup> Floor, Kenpipe Plaza Sekondi Road off Nanyuki Road, Industrial Area P.O. Box 73442-00200 Nairobi, Kenya <b>Landline:</b> +254 020 2606500/1/2/3/4 <b>Mobile:</b> +254 722 207 682 /667/668/678/679/681 +254 734 333 234 /226/215/219/217 <b>Web site:</b> <a href="http://www.kpc.co.ke">www.kpc.co.ke</a> <b>Email:</b> <a href="mailto:complaints@kpc.co.ke">complaints@kpc.co.ke</a> or <a href="mailto:info@kpc.co.ke">info@kpc.co.ke</a></p>	<p><b>2. The Commission Secretary/Chief Executive Officer</b> Commission on Administrative Justice 2<sup>nd</sup> Floor, West End Towers Waiyaki way, Nairobi P.O. Box 20414-00200 Nairobi <b>Landline:</b> +254 (0)20 240337 <b>Mobile:</b> +254 722 970 604 <b>Email:</b> <a href="mailto:info@ombudsman.go.ke">info@ombudsman.go.ke</a></p>
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SIGNED

MANAGING DIRECTOR

DR. MACHARIA IRUNGU

SIGNATURE



DATE

18/05/2020