



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

No.	Service/Good	Requirements to obtain service/Good	Cost of service/good	Timeline
1.	Response to customer enquiries, complaints, complements and suggestions	<ul style="list-style-type: none"> a) Submit written enquiry; or b) Pay a visit to our offices; or c) Call our office lines; or d) Write a letter or email to the Managing Director; or e) Use feedback boxes at our offices countrywide 	Free	<ul style="list-style-type: none"> a) Within 7 days b) 5 minutes c) Within 3 rings d) Acknowledgement within 5 days e) Feedback within 30 days
2.	Registration of suppliers	<ul style="list-style-type: none"> a) Visit KPC website www.kpc.co.ke/tenders/E-procurement b) Supplier self-registration c) Filling of registration form d) User login credentials for Supplier Relationship Management (SRM) system portal access 	Free	<ul style="list-style-type: none"> a) 2 minutes b) 3 minutes c) 5 minutes d) 1 day
3.	Access of tender documents after advertising (Open tender, restricted tender and Request for Quotation (RFQ))	<ul style="list-style-type: none"> a) Visit KPC website www.kpc.co.ke/tenders b) Register for the tender c) Respond to the tender requirements d) Submission of tender e) Tender opening f) Contract signing g) Deliveries 	Free	<ul style="list-style-type: none"> a) 2 minutes b) 10 minutes c) 20 minutes d) 3 minutes e) 2 days after submission f) 14 days after submission g) 1 day

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4.	Service provision of goods and services	Adherence to Public Procurement and Disposal Act 2015 and associated regulations.	Specified fees as per the bids in the procurement advertisement on the KPC Supplier Relationship Management (SRM) system and the newspapers	As stipulated in the advertisement/contract
5.	Payment of suppliers	a) Invoices b) Signed delivery notes c) Bank details d) Local Purchase Order (LPO) e) For international purchase - Contract Purchase Order (CPO) f) Service Level Agreement g) Contract Agreement h) Certificate of completion	Free	30 days after delivery
6.	Obtaining of Transport and Storage Agreement (TSA)	a) Application letter of TSA to MD, KPC. b) Energy and Petroleum Regulatory Authority (EPRA) import and export of Petroleum Product License and requirements detailed in www.kpc.co.ke	Free	5 days after application.
7.	Pipeline transportation, storage and dispensing of refined petroleum products	a) Provision of prerequisite Licensing requirements by EPRA and Registration by Ministry of Petroleum and Mining (MOPM) Kenya Revenue Authority (KRA) documentation. b) Due diligence audit c) Signed Transport and Storage Agreement (TSA) d) Provision of the minimum line fill obligation of 1,000m ³ .	a) Kshs. 4.61/km/m ³ b) Kipevu Oil Storage Facility (KOSF) direct transfers: <ul style="list-style-type: none"> • VITI to SOT - USD 3 • KOT to SOT - USD 3.99 • KOT to VITI - USD 0.99 c) Kenya Petroleum Refineries Limited (KPRL): Partner receipts/Ex-Depots- USD 5.18/m ³	a) Line fill execution within six (6) months of TSA commencement b) As per clauses 15.7 to 15.9 on the TSA.

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8.	Pump overs in Nairobi Terminal and Shimanzi Oil Terminal (SOT) Mombasa	<ul style="list-style-type: none"> a) Proof of Stock entitlement through KPC customer portal b) Pump over request from Oil Marketing Company c) Notice of Intent (NOI) d) 14 days' notice for spur line use e) Abiding with the provisions of TSA 	<ul style="list-style-type: none"> a) Nairobi Terminal - Kshs. 2,074.50/m³ b) Pump over from KOSF to VITI/SOT - USD 1 per m³ c) Direct transfer from VITI to SOT via KPC - USD 3 per m³ 	As per the agreed industry allocated transfer window.
9.	Jetty (Imports) handling and Primary storage	<p>A. KOSF</p> <ul style="list-style-type: none"> a) Refinery Certificate of Quality b) Release Certificate from the Load Port c) Recertification Comparison Sheet for Ship loaded quantities versus the issuing tanks d) Bill of Lading from Load Port e) Inspector/Surveyors Report on previous cargo f) Voyage history from marine vessel/ ship Captain g) Protest notes issued at Load Port where applicable h) Ullage Report i) Inventory of Samples j) Material Safety Data Sheet k) Kenya Bureau of Standards (KEBS) Bulk Release Certificate. l) Abiding with the provisions of TSA <p>B. KPRL</p> <ul style="list-style-type: none"> a) Requirements same as for KOSF b) Submission of nomination, 14 days' notice of intent to store product 	<p>(USD/m³, exclusive of VAT)</p> <ul style="list-style-type: none"> a) Jetty Handling fee – USD 0.28 b) Storage fee - USD 3.31 <p>KPRL</p> <p>(USD/m³, exclusive of VAT)</p>	<p>As per vessel schedule.</p> <p>Storage timelines as per TSA; PMS and AGO 26 days and not more than 35 days; JET A- 1 30 days and not more than 45 days</p> <p>As per KPA vessel schedule;</p>

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		c) LPG storage service agreement with KPC (LPG only) d) Ullage availability e) Discharge plan f) Abiding with the provisions of TSA	a) White product – USD 3.59 b) LPG – USD 25 c) HFO – USD 5.77/Ton	Storage timelines as per TSA; PMS and AGO 26 days and not more than 35 days; JET A- 1, 30 days and not more than 45 days *OMC request based on ullage/space availability																												
10.	Truck loadings at Nakuru, Eldoret, Kisumu and KPRL, Moi International Airport (MIA) and Jomo Kenyatta International Airport (JKIA)	a) Credentials to access the KPC portal. b) Provision of sample order documentation c) Safety and security inspection d) Credentials to access the KPC portal. e) Proof of Stock entitlement through KPC customer portal f) Valid loading order g) EPRA Compliance Certificate h) Valid truck insurance and calibration documentation i) Valid driver license j) Approval from EPRA for Jet/IK Loading	<table border="0"> <tr> <td colspan="2">*Local Tariff: Kshs/m³, inclusive of Value Added Tax (VAT)</td> </tr> <tr> <td>Nakuru</td> <td>Kshs. 2,853.59</td> </tr> <tr> <td>Eldoret</td> <td>Kshs. 3,669.56</td> </tr> <tr> <td>Kisumu</td> <td>Kshs. 3,664.95</td> </tr> <tr> <td>KPRL</td> <td>USD 2.55</td> </tr> <tr> <td colspan="2">*Export Tariff: (USD/m³, exclusive of VAT)</td> </tr> <tr> <td>Nakuru</td> <td>USD 28.17</td> </tr> <tr> <td>Eldoret</td> <td>USD 36.22</td> </tr> <tr> <td>Kisumu</td> <td>USD 36.18</td> </tr> <tr> <td>KPRL</td> <td>USD 2.55</td> </tr> <tr> <td>JKIA</td> <td>USD 20.48</td> </tr> </table>	*Local Tariff: Kshs/m³, inclusive of Value Added Tax (VAT)		Nakuru	Kshs. 2,853.59	Eldoret	Kshs. 3,669.56	Kisumu	Kshs. 3,664.95	KPRL	USD 2.55	*Export Tariff: (USD/m³, exclusive of VAT)		Nakuru	USD 28.17	Eldoret	USD 36.22	Kisumu	USD 36.18	KPRL	USD 2.55	JKIA	USD 20.48	<table border="0"> <tr> <td>Truck loading</td> </tr> <tr> <td>Local: 1-3 hours</td> </tr> <tr> <td>Export: 1-4 hours</td> </tr> <tr> <td>Jet Loading</td> </tr> <tr> <td>Local: 1hour</td> </tr> <tr> <td>Export: 1hour</td> </tr> </table>	Truck loading	Local: 1-3 hours	Export: 1-4 hours	Jet Loading	Local: 1hour	Export: 1hour
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11.	Aviation hydrant services at Moi International Airport (MIA) and Jomo Kenyatta International Airport (JKIA)	<ul style="list-style-type: none"> a) Loading credentials for placing orders b) Proof of Stock entitlement through KPC customer portal c) Valid fuel dispenser meter calibration chart. d) Abiding with the provisions of TSA 	<p>USD/m³, exclusive of VAT)</p> <p>MIA USD 20.48</p> <p>JKIA USD 20.48</p>	24 hours loading as per into plane demands
12.	KPRL Services			
	i. Line lease charge of liquid products (white product/heavy fuel oil)	<ul style="list-style-type: none"> a) Product movement schedule b) Customer volume determination at KPRL for execution. c) Submission of nomination 14 days' NOI to store product d) KRA approved NOI 	<p>USD/m³, exclusive of VAT</p> <ul style="list-style-type: none"> a) Liquid Product - USD 3 b) Product transfer – USD 3 	As per KPA Vessel schedules
	ii. Line lease charge of Liquefied Petroleum Gas (LPG)	<ul style="list-style-type: none"> a) LPG line connection to KPRL b) Product Certificate of Quality (COQ) 	USD 20 per Metric Tonne (MT)	As per the agreed industry allocated transfer window (40 metric tonnes per hour)
13.	Laboratory testing services to quality certification of refined petroleum products.	<ul style="list-style-type: none"> a) Submission of test sample b) Contract letter 	Visit www.kpc.co.ke/lab/	24 hours
14.	KPC Fibre Optic Cable (FOC) lease onboarding process	<ul style="list-style-type: none"> a) Application letter b) License from Communication Authority c) Equipment-type approvals from Communications Authority d) Certificate of Incorporation e) Memorandum and Article of Association f) PIN Certificate g) VAT Certificate h) Tax Compliance Certificate i) 3 years audited financial statements j) Registry form (CR 12) 	<ul style="list-style-type: none"> a) Fibre lease USD 22/core/km b) Maintenance - 5% of total of lease rate c) Installation – One off charge USD 200 per site d) Co-location; one-off installation charge of USD. 3,900 per cabinet and chargeable amount of USD. 850 per cabinet per year. 	30 to 60 days

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15.	Oil and Gas training at Morendat Institute of Oil and Gas (MIOG) in Mombasa, Nairobi, Naivasha and Eldoret	Submit student registration forms	Available at MIOG website: https://miog.kpc.co.ke	As per the applicable training/course
16.	Conference facilities and accommodation at Morendat Training & Conference Centre, Naivasha	a) Pay a visit b) Make an enquiry/booking through telephone: 0726738968/0796852442 c) Email: morendat@kpc.co.ke	As per the applicable rates https://miog.azurewebsites.net/mtcc/	a) 5 minutes b) Within 3 rings c) 10 minutes

***Terms and Conditions Apply.**

*All transactions on petroleum products and LPG are bound by the signed Transport and Storage Agreement (TSA).

*All local products and services are Value Added Tax (VAT) inclusive whereas export services are VAT exclusive.

* Petroleum products tariff are set by Energy and Petroleum Regulatory Authority (EPRA), aligned with TSA and are subject to periodical reviews.

A detailed Citizen's service delivery charter is accessible on our website: www.kpc.co.ke

COMMITMENT

We are committed to courtesy and excellence in service delivery.

Any service/good rendered 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:

<p>1. The Managing Director, Kenya Pipeline Company Limited 6th Floor, Kenpipe Plaza, Sekondi Road off Nanyuki Road, Industrial Area, P.O. Box 73442-00200 Nairobi, Kenya. Landline: +254 020 2606500/1/2/3/4 Mobile: +254 722 207 682 /667/668/678/679/681 +254 734 333 234 /226/215/219/217 Web site: www.kpc.co.ke Email: complaints@kpc.co.ke; customerservice@kpc.co.ke; info@kpc.co.ke</p>	<p>2. 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 2270000/2303000 Email: complain@ombudsman.go.ke</p>
<p>HUDUMA BORA NI HAKI YAKO</p>	