



KENYA PIPELINE COMPANY LIMITED

CITIZEN'S SERVICE DELIVERY CHARTER

HEAD OFFICE



No.	Service/Good	Requirements to obtain service/Good	Cost of service/good	Timeline
1.	Response to customer enquiries, complaints, compliments and suggestions	a) Submit written enquiry to customerservice@kpc.co.ke; b) Use feedback boxes at our offices countrywide.	Free	a) Within 7 days. b) Acknowledgement within 5 days. c) Feedback within 30 days.
2.	Response to telephone calls	Completed call from customer/staff	Free	1 minute
3.	Face to face	Physical visits	Free	1 day
4.	Letter	Letter(s) of inquiries/correspondence	Free	7 days
5.	Email	Emails	Free	2 days
6.	Website	Website correspondence www.kpc.co.ke	Free	2 days
7.	Social media (X, Facebook and YouTube)	Social media (X, Facebook and You Tube)	Free	1 days
8.	Obtaining of Transport and Storage Agreement (TSA) for pipeline transportation, storage and dispensing of refined petroleum products	a) Application letter of TSA to MD, KPC. b) Provision of prerequisite Licensing requirements by Energy & Petroleum Regulatory Authority (EPRA) and registration by Ministry of Energy & Petroleum (MOEP) and Kenya Revenue Authority (KRA) documentation. c) Due diligence audit. d) Provision of the minimum line fill obligation of 1,000m³. e) Signed Transport and Storage Agreement (TSA).	Free	6 Months
9.	Pump overs in Nairobi Terminal	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.	Kshs/m³ FY2023/24 - 2,582.72 FY2024/25 – 2,791.85	As per the agreed industry allocated transfer window.
10.	Truck loading at Petrocity (Konza)	a) Credentials to access the KPC portal. b) Valid loading order. c) EPRA Compliance Certificate. d) Valid truck insurance and calibration documentation. e) Valid driver license. f) Abiding with the provisions of TSA.	*Local Tariff: Kshs/m³, inclusive of Value Added Tax (VAT) FY2023/24 - 1,420.73 FY2024/25 – 1,527.48	Truck loading Local: 1-3 hours Export: 1-4 hours
11.	KPC Fibre Optic Cable (FOC) lease onboarding process	a) Application letter. b) Communication Authority of Kenya License. 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).	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) Rackspace co-location charges shall attract a flat rate of USD. 850 per cabinet per year in addition to a one-off installation charge of USD 3,900 per cabinet.	30 to 60 days

Terms and Conditions Apply.

*All transactions on petroleum products and LPG are bound by the signed TSA.

* Petroleum products tariff are set by 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:

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: +254 709 723 000

Website: www.kpc.co.ke

Email: complaints@kpc.co.ke; customerservice@kpc.co.ke or info@kpc.co.ke

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

Huduma Bora ni Haki Yako



SHIRIKA LA BOMBA LA KENYA (KPC)

HATI YA HUDUMA KWA MWANANCHI

OFISI KUU



Namba	Huduma/Bidhaa	Mahitaji ya kupata Huduma/Bidhaa	Gharama ya Huduma/Bidhaa	Muda bora
1.	Majibu kwa maswali, malalamishi, nyongeza au mapendekezo ya mteja.	a) Peana uchunguzi/swali ulioandikwa kwa customerservice@kpc.co.ke; b) Tumia visanduku vya maoni katika ofisi zetu nchini kote.	Bila malipo	a) Ndani ya siku 7. b) Kukiri kupokea barua/barua pepe ndani ya siku 5. c) Majibu ndani ya siku 30.
2.	Majibu kwa simu	Simu iliyokamilika kutoka kwa mteja/mfanyikazi	Bila malipo	Dakika 1
3.	Ana kwa ana	Tembelea ofisi zetu	Bila malipo	Siku 1
4.	Barua	Andika barua kwa Mkurugenzi Mkuu	Bila malipo	Siku 7
5.	Barua pepe	Andika barua pepe kwa Mkurugenzi Mkuu	Bila malipo	Siku 2
6.	Tovuti	Tembelea tovuti www.kpc.co.ke	Bila malipo	Siku 2
7.	Mitandao ya kijamii (X, Facebook na YouTube)	Mitandao ya kijamii (X, Facebook na YouTube)	Bila malipo	Siku 1
8.	Mkataba wa usafirishaji na uhifadhi wa usafirishaji wa bomba, uhifadhi na usambazaji wa bidhaa za petroli zilizosafishwa	a) Barua ya maombi kwa Mkurugenzi Mkuu wa Shirika La Bomba la Kenya. b) Utoaji wa hati za; mahitaji ya leseni na Mamlaka ya Udhhibiti wa Nishati na Petroli (EPRA), usajili wa Wizara ya Nishati na Petroli (MOEP), Mamlaka ya Mapato ya Kenya (KRA). c) Ukaguzi unaostahili. d) Utoaji wa kima cha chini cha kujaza laini 1,000 mita za ujazo. e) Mkataba wa Usafirishaji na Uhifadhi uliosainiwa (TSA).	Bila malipo	Miezi sita
9.	Kusukuma mafuta katika Kituo cha Nairobi	a) Uthibitisho wa kuwepo kwa rasimali ya mafuta kupitia kwa mfumo wa lango la mteja wa KPC. b) Ombi la kusukuma mafuta kutoka kwa Kampuni ya Uuzaji wa Mafuta. c) Taarifa ya Nia (NOI). d) Notisi ya siku 14 kwa matumizi ya tawi la bomba. e) Kuzingatia marshati ya Mkataba wa usafirishaji na uhifadhi uliosainiwa.	Shilingi za Kenya /mita za ujazo Mwaka 2023/24 - 2,582.72 Mwaka 2024/25 - 2,791.85	Kulingana na tasnia iliyokubaliwa ya muda wa uhamisho wa mafuta.
10.	Upakiaji wa lori katika Petrocity (Konza)	a) Hati za utambulisho za lango la mfumo wa KPC. b) Utoaji wa hati za sampuli za agizo. c) Cheti cha uzingatiaji cha EPRA. d) Bima halali ya lori na nyaraka za urekebishaji. e) Leseni halali ya dereva. f) Kuzingatia marshati ya Mkataba wa usafirishaji na uhifadhi uliosainiwa.	* Ushuru wa Ndani: Shilingi za Kenya /mita za ujazo, pamoja na Kodi ya Ongezeko la Thamani (VAT) Mwaka 2023/24 - 1,420.73 Mwaka 2024/25 - 1,527.48	Upakiaji wa lori Ndani ya nchi- Masaa 1- 3 Nje ya nchi- Masaa 1-4
11.	Upangishaji wa kebo ya nyuzinyuzi (FOC) ya KPC.	a) Barua ya maombi. b) Leseni ya Halmashauri ya Mawasiliano ya Kenya. c) Uidhinishaji wa aina ya vifaa kutoka kwa Halmashauri ya Mawasiliano ya Kenya. d) Cheti cha Kusajiliwa. e) Hati ya Muungano. f) Kifungu cha Muungano. g) Cheti cha nambari ya siri. h) Cheti cha VAT. i) Cheti cha Kuzingatia Ushuru. j) Taarifa za fedha za miaka 3. g) Fomu ya kujiandikisha(CR12).	a) Upangishaji wa kebo ya nyuzinyuzi -Dola za Marekani 22/nyuzi/kilomita. b) Ada ya Matunzo - 5% ya jumla ya kiwango cha kupangisha. c) Usakinishaji -Dola za Marekani 200 kwa kila eneo (Malipo ya mara moja). d) Mahali pamoja; malipo ya mara moja ya usakinishaji ya Dola za Marekani 3,900 kwa kila kabati na ada ya Dola za Marekani 850 kwa kabati kwa mwaka.	Siku 30 - 60

Sheria na Masharti Kutumika.

*Shughuli zote za biashara kwa bidhaa za mafuta ya petroli na gesi ya kupikia (LPG) ni kwa mujibu wa Makubaliano ya Usafirishaji na Uhifadhi (TSA) iliyoitiwa saini.
*Bidhaa na huduma zote za ndani zinajumuisha. Kodi ya Ongezeko la Thamani (VAT) ilhali huduma za mauzo ya nje hazijumuishi VAT.
* Ushuru wa bidhaa za mafuta huwekwa na Mamlaka ya Udhhibiti wa Nishati na Petroli (EPRA), sambamba na TSA na hutegemea uhakiki wa mara kwa mara.
Hati ya utoaji huduma ya Mwananchi inapatikana kwenye tovuti yetu: www.kpc.co.ke

HAKIKISHO

Tumejitolea kwa ungwana na ubora katika utoaji wa huduma.
Huduma/bidhaa yoyote inayotolewa ambayo haiambatani na viwango vilivyo ratibishwa hapo juu au afisa yeyote ambaye haafikii ahadi ya uungwana na ubora katika Utoaji Huduma inapaswa kuripotiwa kwa:

1. MKURUGENZI MKUU,
Shirika la Bomba la Kenya, Ghorofa ya 6, Kenpipe Plaza,
Barabara ya Sekondi nje ya Barabara ya Nanyuki, Eneo la Viwandani,
S.L.P 73442-00200 Nairobi, Kenya.
Simu: +254 020 2606500/1/2/3/4
Simu ya rununu: +254 709 723 000
Tovuti: www.kpc.co.ke
Barua pepe: complaints@kpc.co.ke; customerservice@kpc.co.ke au info@kpc.co.ke

2. KATIBU WA TUME/AFISA MTENDAJI MKUU,
Tume ya Haki ya Utawala,
Ghorofa ya 2, West End Towers,
Barabara ya Waiyaki , Nairobi.
S.L.P 20414-00200 Nairobi
Simu: +254 (0)20 2270000/2303000
Barua pepe: complain@ombudsman.go.ke

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