

## 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.	Response to customer enquiries, complaints, complements and suggestions	a) Submit written enquiry to <a href="mailto:customerservice@kpc.co.ke">customerservice@kpc.co.ke</a> ; 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 <a href="http://www.kpc.co.ke">www.kpc.co.ke</a>	Free	2 days
7.	Social media (Twitter, Facebook and You Tube)	Social media (Twitter, Facebook and You Tube)	Free	1 day

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8.	Obtaining of Transport and Storage Agreement (TSA) for pipeline transportation, storage and dispensing of refined petroleum products	<ul style="list-style-type: none"> <li>a) Application letter of TSA to MD, KPC.</li> <li>b) Provision of prerequisite Licensing requirements by Energy &amp; Petroleum Regulatory Authority (EPRA) and registration by Ministry of Energy &amp; Petroleum (MOEP) and Kenya Revenue Authority (KRA) documentation.</li> <li>c) Due diligence audit</li> <li>d) Provision of the minimum line fill obligation of 1,000m<sup>3</sup>.</li> <li>e) Signed Transport and Storage Agreement (TSA)</li> </ul>	Free	6 months
9.	Pump overs in Nairobi Terminal (NT) and Shimanzi Oil Terminal (SOT) Mombasa	<ul style="list-style-type: none"> <li>a) Proof of Stock entitlement through KPC customer portal</li> <li>b) Pump over request from Oil Marketing Company</li> <li>c) Notice of Intent (NOI)</li> <li>d) 14 days' notice for spur line use</li> <li>e) Abiding with the provisions of TSA</li> </ul>	<b>Kshs/m<sup>3</sup></b> <b>FY2023/24 - 2,582.72</b> <b>FY2024/25 - 2,791.85</b>	As per the agreed industry allocated transfer window.
10.	Jetty (Imports) handling and Primary storage at Kipevu Oil Storage Facility (KOSF) and Kenya Petroleum Refineries Limited (KPRL)	<ul style="list-style-type: none"> <li>a) Refinery Certificate of Quality</li> <li>b) Release Certificate from the Load Port</li> <li>c) Recertification Comparison Sheet for Ship loaded quantities versus the issuing tanks</li> <li>d) Bill of Lading from Load Port</li> <li>e) Inspector/Surveyors Report on previous cargo</li> <li>f) Voyage history from marine vessel/ ship Captain</li> </ul>	<b>(US\$/m<sup>3</sup>, exclusive of VAT)</b> <ul style="list-style-type: none"> <li>a) Imports Handling- 0.19</li> <li>b) Primary Storage - 3.55</li> </ul>	As per vessel schedule.  Storage timelines as per TSA.

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		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																													
11.	Truck loadings at Nakuru, Eldoret, Kisumu, Petrocity (Konza), Moi International Airport (MIA) and Jomo Kenyatta International Airport (JKIA).	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) Approval from EPRA for Jet/IK Loading g) Abiding with the provisions of TSA	<p><b>*Local Tariff: Kshs/m<sup>3</sup>, inclusive of Value Added Tax (VAT)</b></p> <table border="1" data-bbox="1213 699 1677 1032"> <thead> <tr> <th>Depot</th> <th>FY2023/24</th> <th>FY2024/25</th> </tr> </thead> <tbody> <tr> <td>Petrocity (Konza)</td> <td>1,420.73</td> <td>1,527.48</td> </tr> <tr> <td>Nakuru</td> <td>3,211.26</td> <td>3,467.62</td> </tr> <tr> <td>Eldoret</td> <td>3,869.56</td> <td>4,175.37</td> </tr> <tr> <td>Kisumu</td> <td>3,865.84</td> <td>4,171.37</td> </tr> </tbody> </table> <p><b>*Export Tariff: (USD/m<sup>3</sup>, exclusive of VAT)</b></p> <table border="1" data-bbox="1213 1179 1667 1404"> <thead> <tr> <th>Depot</th> <th>FY2023/24</th> <th>FY2024/25</th> </tr> </thead> <tbody> <tr> <td>Nakuru</td> <td>29.09</td> <td>31.42</td> </tr> <tr> <td>Eldoret</td> <td>35.06</td> <td>37.83</td> </tr> <tr> <td>Kisumu</td> <td>35.02</td> <td>37.79</td> </tr> </tbody> </table>	Depot	FY2023/24	FY2024/25	Petrocity (Konza)	1,420.73	1,527.48	Nakuru	3,211.26	3,467.62	Eldoret	3,869.56	4,175.37	Kisumu	3,865.84	4,171.37	Depot	FY2023/24	FY2024/25	Nakuru	29.09	31.42	Eldoret	35.06	37.83	Kisumu	35.02	37.79	<p><b>Truck loading:</b></p> <p><b>Local;</b> 1-3 hours</p> <p><b>Export:</b> 1-4 hours</p> <p><b>Jet Loading:</b></p> <p><b>Local;</b> 1 hour</p> <p><b>Export;</b></p>
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				1 hour									
12.	Aviation hydrant services at Moi International Airport (MIA) and Jomo Kenyatta International Airport (JKIA)	<ul style="list-style-type: none"> <li>a) Loading credentials for placing orders</li> <li>b) Proof of Stock entitlement</li> <li>c) Valid fuel dispenser meter calibration chart.</li> <li>d) Abiding with the provisions of TSA</li> </ul>	<p><b>USD/m<sup>3</sup>, exclusive of VAT) at MIA &amp; JKIA</b></p> <table border="1"> <thead> <tr> <th>Depot</th> <th>FY2023/24</th> <th>FY2024/25</th> </tr> </thead> <tbody> <tr> <td>MIA</td> <td>23.40</td> <td>25.29</td> </tr> <tr> <td>JKIA</td> <td>23.40</td> <td>25.29</td> </tr> </tbody> </table>	Depot	FY2023/24	FY2024/25	MIA	23.40	25.29	JKIA	23.40	25.29	24 hours loading as per into plane demands.
Depot	FY2023/24	FY2024/25											
MIA	23.40	25.29											
JKIA	23.40	25.29											
13.	KPC Fibre Optic Cable (FOC) lease onboarding process	<ul style="list-style-type: none"> <li>a) Application letter</li> <li>b) Communication Authority of Kenya License</li> <li>c) Equipment-type approvals from Communications Authority</li> <li>d) Certificate of Incorporation</li> <li>e) Memorandum and Article of Association</li> <li>f) Pin Certificate</li> <li>g) VAT Certificate</li> <li>h) Tax Compliance Certificate</li> <li>i) 3 years audited financial statements</li> <li>j) Registry form (CR 12)</li> </ul>	<ul style="list-style-type: none"> <li>a) Fibre lease USD 22/core/km</li> <li>b) Maintenance - 5% of total of lease rate</li> <li>c) Installation – One off charge USD 200 per site</li> <li>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.</li> </ul>	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](http://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><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> +254 709 723 000 <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>; <a href="mailto:customerservice@kpc.co.ke">customerservice@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>Tel:</b> +254 (0)20 2270000/2303000 <b>Email:</b> <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a></p>
<b><i>HUDUMA BORA NI HAKI YAKO</i></b>	