



**KENYA PIPELINE COMPANY LIMITED**

# **CITIZEN'S SERVICE DELIVERY CHARTER**

**FY2023/24 - FY2024/25**

## TABLE OF CONTENTS

---

<b>FORWARD</b> .....	3
<b>1.0 INTRODUCTION</b> .....	4
<b>1.1 Who we are</b> .....	4
<b>1.2 Our entire pipeline network:</b> .....	4
<b>1.3 Our Vision</b> .....	4
<b>1.4 Our Mission</b> .....	4
<b>1.5 Our Core Values</b> .....	4
<b>1.6 Our Motto</b> .....	4
<b>2.0 SERVICE DELIVERY CHARTER</b> .....	4
<b>2.1 Our services</b> .....	5
<b>2.2 Our Customers</b> .....	5
<b>2.3 Our Operating Service Principles</b> .....	5
<b>2.4 Our service standards</b> .....	5
<b>2.5 Commitment to our stakeholders</b> .....	6
<b>2.6 Your rights</b> .....	6
<b>2.7 ISO 9001: 2015 Certified</b> .....	<b>Error! Bookmark not defined.</b>
<b>2.8 Our Office Hours</b> .....	6
<b>3.0 OUR CONTACTS</b> .....	7
<b>4.0 KENYA PIPELINE COMPANY LIMITED SERVICE DELIVERY CHARTER</b> .....	10
<b>5.0 COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</b> .....	10

## **FORWARD**

---

Kenya Pipeline Company (KPC) is a State Corporation wholly owned by the Government under the Ministry of Energy & Mining, State Department of Petroleum and incorporated in 1973 under the Companies Act Cap 486.

The Company is committed to improving delivery of services to customers, stakeholders and the general public (citizens) as stipulated in this Service Delivery Charter.

The purpose of the Charter is to explain the services offered by the Company and how the services are provided. In it the company sets out its service commitments and seek feedback and advice to improve on the service delivery.

It also includes the expected standards and how our stakeholders may seek redress if dissatisfied with our services. The Service Delivery Charter has been reviewed in consultation with our staff, clients, and other stakeholders.

The Service Charter will be continuously reviewed to address emerging changes in the dynamic business environment for continuous improvement.

## 1.0 INTRODUCTION

---

### 1.1 Who we are

---

Kenya Pipeline Company (KPC) is a state corporation wholly owned by the Government under the Ministry of Petroleum and Mining, State Department of Petroleum incorporated in 1973 under the companies Act Cap 486. Our commercial operations commenced in 1978 with the core mandate to transport, store and dispense petroleum products safely and efficiently from Mombasa to the hinterland and the neighboring countries through the pipeline network.

KPC's market is the Kenyan economy and the neighboring countries of Uganda, Tanzania, Rwanda, Burundi, Democratic Republic of Congo, Northern Tanzania and South Sudan

### 1.2 Pipeline network

---

The pipeline network currently consists of 450 km of line-5 running from the port of Mombasa to Nairobi, 325 km of line 2 & 4 from Nairobi to Eldoret and 121 km of line 3 & 6 from Sinendet to Kisumu making a total of 1,792 km.

### 1.3 Our Vision

---

*'Africa's Premier Oil and Gas Company'*

### 1.4 Our Mission

---

*'Transforming lives through safe and efficient delivery of quality oil and gas from source to customers'*

### 1.5 Our Core Values

---

Our seven values will be the cornerstone of the corporate culture, which is aimed at creating a high performance organization:

- ❖ Integrity;
- ❖ Transparency;
- ❖ Accountability;
- ❖ Team spirit;
- ❖ Diligence;
- ❖ Loyalty and
- ❖ Care for the environment.

### 1.6 Our Motto

---

Our rallying call ***'to do the best always'*** inspires all staff to heightened individual and collective performance thus enabling delivery of Vision 2025 objectives.

## 2.0 SERVICE DELIVERY CHARTER

---

The service delivery charter is an expression of our commitment to improving our services and communication to our stakeholders.

It is a statement of intent to our customers, stakeholders and the general public (citizens) that declares who we are, our mandate and the services that we offer.

It also includes the standards expected of us and how our stakeholders may seek redress if dissatisfied with our services.

This charter guides our service delivery to ensure timely response and areas of improvement in provision of services.

## **2.1 Our services**

---

We offer the following services:

1. Receiving and back loading refined petroleum products from and to ship;
2. Transport, store and dispense the following refined petroleum products:
  - Motor Spirit Premium (PMS);
  - Automotive Gas Oil (Diesel);
  - Illuminating Kerosene
  - Jet A-1 (Aviation turbine fuel)
3. Laboratory testing services to quality certification of refined petroleum products.
4. Lease of KPC's Fibre Optic Cable (FOC)
5. Morendat Institute of Oil & Gas (MIOG)

## **2.2 Our Customers**

---

They include:

- ❖ The Oil Marketing Companies;
- ❖ The Government of Kenya;
- ❖ Suppliers of goods and services;
- ❖ Employees and,
- ❖ The general public.

## **2.3 Our Operating Service Principles**

---

Through this charter we commit ourselves to:

- i. Maintaining and promoting the highest standards of professionalism;
- ii. Promoting efficient, effective and economic use of resources;
- iii. Providing effective, impartial, fair and equitable services;
- iv. Being responsive to our stakeholders' needs;
- v. Being transparent and accountable in our provision of services;
- vi. Adhering to good corporate governance;
- vii. Handling our stakeholders with dignity, courtesy and utmost respect;
- viii. Treating information provided by our stakeholders with integrity;
- ix. Promoting dynamism and innovative practices through continuous improvements of systems and processes;
- x. Giving back to society by engaging in Corporate Social Responsibility programs.

## **2.4 Our service standards**

---

We are committed to:

- i. Promptly and courteously attend to all phone calls; within a maximum of three (3) rings;
- ii. Promptly and courteously attend to all visitors; within five (5) minutes of arrival;

- iii. Promptly acknowledge to all correspondence; internal correspondence within 48 hours and external within 1 week;
- iv. Adhering to our internal and operating procedures;
- v. Adhering to all government, statutory regulations and international standards as applicable to us.

The above standards among others are continuously reviewed for improving our service delivery.

## **2.5 Commitment to our stakeholders**

---

In recognition of our stakeholders' expectations, we commit ourselves to:

- i. Providing services professionally;
- ii. Delivering certified quality products and services;
- iii. Being courteous and helpful;
- iv. Getting things right the first time;
- v. Providing accurate and up-to-date information;
- vi. Being accountable and transparent;
- vii. Providing safety and security within the system;
- viii. Providing cost effective and timely services;
- ix. Embracing new ideas, innovation and technology geared towards improving service delivery;
- x. Protecting confidential information provided by our stakeholders;
- xi. Upholding integrity and honesty in our service delivery;
- xii. Complying with the laws of the land and statutory obligations; and, ensuring our operations preserve the environment.

## **2.6 Your rights**

---

You have the right to:

- i. Enquire or complain when not satisfied with the level of services offered;
- ii. Refer any service-related issues to higher office;
- iii. Offer suggestions that can enable the Company to provide better services;
- iv. Courteous and considerate treatment in your transactions with us;
- v. Efficient services without offering bribes;
- vi. Feedback on issues that affect you;
- vii. Complaints Handling;
- viii. Complaints from dissatisfied customers will be addressed promptly at the point of service.

## **2.7 Our Office Hours**

---

The pipeline operates 24hrs, 365 days.

The office hours are Monday to Friday, 08:00 AM to 5:00 PM.

### 3.0 OUR CONTACTS

---

#### 1. Head Office,

Kenpipe Plaza,  
Sekondi Rd, off Nanyuki Rd,  
Industrial Area,  
P.O. Box 73442 – 00200, Nairobi.  
Landline: +254 020 2606500/1/2/3/4  
Mobile: +254 709 723 000

**Web site:** [www.kpc.co.ke](http://www.kpc.co.ke)

**Email:** [complaints@kpc.co.ke](mailto:complaints@kpc.co.ke); [customerservice@kpc.co.ke](mailto:customerservice@kpc.co.ke) or [info@kpc.co.ke](mailto:info@kpc.co.ke)

#### 2. Pump Station No.1 (Changamwe)

Old Magongo Road,  
P.O. Box 93231-80100 Mombasa.  
Tel: +254 722 207670  
Email: [msa@kpc.co.ke](mailto:msa@kpc.co.ke)

#### 3. Pump Station No.2 (Samburu)

P.O. Box 93231-80102 Mombasa.  
Tel : 254 775 251141  
Email : [samburu@kpc.co.ke](mailto:samburu@kpc.co.ke)

#### 4. Pump Station No.3 (Maungu)

P.O. Box 119 – 80300 Voi.  
Tel: 254 713 837091  
Email: [maungu@kpc.co.ke](mailto:maungu@kpc.co.ke)

#### 5. Pump Station No.4 (Maungu)

P.O. Box 119-80300 Voi.  
Tel : 254 719 124046

#### 6. Pump Station No.5 (Mtito Andei)

P.O. Box 41-90128 Mtito Andei  
Tel: 254 727 374 505  
Email: [mtito@kpc.co.ke](mailto:mtito@kpc.co.ke)

#### 7. Pump Station No.6 (Makindu)

P.O. Box 108 Makindu  
Tel:254 739 906 613  
Email: [makindu@kpc.co.ke](mailto:makindu@kpc.co.ke)

#### 8. Pump Station No.7 (Sultan Hamud)

P.O. Box 93231 – 90132 Sultan Hamud  
Tel: 254 736 729374  
Email: [sultan@kpc.co.ke](mailto:sultan@kpc.co.ke)

#### 9. Pump Station No.8 (Konza)

TEL : 3936672  
Email: [konza@kpc.co.ke](mailto:konza@kpc.co.ke)

**10. Pump Station No. PS 9 (Embakasi)**

Embakasi Aviation Depot,  
Outering Road,  
P.O. Box 73442 - 00200 Nairobi.  
Tel: 254 722 207677  
Email: [embakasi@kpc.co.ke](mailto:embakasi@kpc.co.ke)

**11. Pump Station No. PS 10, (Industrial Area)**

Nairobi Terminal,  
Sekondi Road, off Nanyuki Road,  
P.O. Box 73442 – 00200, Nairobi.  
Tel: 254 722 207678/254 722 207679  
Email: [info@kpc.co.ke](mailto:info@kpc.co.ke)

**12. Pump Station No. 12 (Moi Airport)**

P.O. Box 93231 Mombasa.  
Tel: 254 725 702067  
Email: [moiairport@kpc.co.ke](mailto:moiairport@kpc.co.ke)

**13. Pump Station No.14 (Kipevu)**

P.O. Box 93231 0 80100 Mombasa.  
Tel: 254 724 146164  
Email: [kipevu@kpc.co.ke](mailto:kipevu@kpc.co.ke)

**14. Pump Station No. 22 (Ngema)**

P.O. Box 73442 – 00200 Nairobi.  
Tel: 254 50 50525  
Email: [ngema@kpc.co.ke](mailto:ngema@kpc.co.ke)

**15. Pump Station No.23 (Morendat)**

P.O. Box 355 – 20117 Naivasha  
Tel: 0726738968  
Email: [morendat@kpc.co.ke](mailto:morendat@kpc.co.ke)

**16. Pump Station No.24 (Soilo)**

P.O. Box 9722 – 20100 Nakuru,  
Tel: 254 51 214866  
Email: [nku@kpc.co.ke](mailto:nku@kpc.co.ke)

**17. Pump Station No.25 (Lanet)**

P.O. Box 7722 – 20100 Nakuru.  
Tel: 254 722 207676  
Email: [nku@kpc.co.ke](mailto:nku@kpc.co.ke)

**18. Pump Station No.27 (Eldoret)**

Eldoret Depot,  
P.O. Box 4338- 30100 Eldoret.  
Tel: 254 722 207674  
Email: [eld@kpc.co.ke](mailto:eld@kpc.co.ke)



**19. Pump Station No.28 (Kisumu)**

P.O. Box 609 – 40100 Kisumu.

Tel: 254 722 207673

Email: [ksm@kpc.co.ke](mailto:ksm@kpc.co.ke)

**20. Morendat Institute of Oil & Gas  
(Naivasha)**

P.O. Box 355-20117,

Naivasha.

Tel: 254 726 738 968

Email: [miog@kpc.co.ke](mailto:miog@kpc.co.ke)

#### 4.0 KENYA PIPELINE COMPANY LIMITED CITIZEN'S SERVICE DELIVERY CHARTER



#### 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	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
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	Free	6 months

No.	Service/Good	Requirements to obtain service/Good	Cost of service/good	Timeline
		<p>(EPRA) and registration by Ministry of Energy &amp; Petroleum (MOEP) and Kenya Revenue Authority (KRA) documentation.</p> <p>c) Due diligence audit</p> <p>d) Provision of the minimum line fill obligation of 1,000m<sup>3</sup>.</p> <p>e) Signed Transport and Storage Agreement (TSA)</p>		
9.	Pump overs in Nairobi Terminal (NT) and Shimanzi Oil Terminal (SOT) Mombasa	<p>a) Proof of Stock entitlement through KPC customer portal</p> <p>b) Pump over request from Oil Marketing Company</p> <p>c) Notice of Intent (NOI)</p> <p>d) 14 days' notice for spur line use</p> <p>e) Abiding with the provisions of TSA</p>	<p><b>Kshs/m<sup>3</sup></b></p> <p><b>FY2023/24</b> - 2,582.72</p> <p><b>FY2024/25</b> - 2,791.85</p>	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)	<p>a) Refinery Certificate of Quality</p> <p>b) Release Certificate from the Load Port</p> <p>c) Recertification Comparison Sheet for Ship loaded quantities versus the issuing tanks</p> <p>d) Bill of Lading from Load Port</p> <p>e) Inspector/Surveyors Report on previous cargo</p> <p>f) Voyage history from marine vessel/ ship Captain</p> <p>g) Protest notes issued at Load Port where applicable</p> <p>h) Ullage Report</p> <p>i) Inventory of Samples</p> <p>j) Material Safety Data Sheet</p>	<p><b>(US\$/m<sup>3</sup>, exclusive of VAT)</b></p> <p>a) Imports Handling- 0.19</p> <p>b) Primary Storage - 3.55</p>	<p>As per vessel schedule.</p> <p>Storage timelines as per TSA.</p>

No.	Service/Good	Requirements to obtain service/Good	Cost of service/good	Timeline																											
		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"> <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"> <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: Local;</b> 1-3 hours</p> <p><b>Export:</b> 1-4 hours</p> <p><b>Jet Loading: Local;</b> 1 hour <b>Export;</b> 1 hour</p>
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																													
12.	Aviation hydrant services at Moi International Airport (MIA) and Jomo Kenyatta International Airport (JKIA)	a) Loading credentials for placing orders b) Proof of Stock entitlement c) Valid fuel dispenser meter calibration chart. d) Abiding with the provisions of TSA	<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	a) Application letter b) Communication Authority of Kenya License c) Equipment-type approvals from Communications Authority d) Certificate of Incorporation	a) Fibre lease USD 22/core/km b) Maintenance - 5% of total of lease rate c) Installation – One off charge USD 200 per site	30 to 60 days																											

No.	Service/Good	Requirements to obtain service/Good	Cost of service/good	Timeline
		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)	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.	

\*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>HUDUMA BORA NI HAKI YAKO</b>	