



**RURAL ELECTRIFICATION & RENEWABLE ENERGY  
CORPORATION**

**CITIZENS SERVICE CHARTER**

**VISION:**

A green energy driven nation.

**MISSION:**

To provide sustainable energy solutions for all through rural electrification and renewable energy for social economic transformation.

SERVICES RENDERED	CLIENT REQUIREMENT	USER CHARGES (Kshs)	TIMELINESS/DURATION	RESPONSIBILITY
Identification of Rural Electrification projects	Provide list of priority projects	Free	Continuous	REREC
Undertaking Project Designs and Survey	None	Free	4 weeks	REREC
Acquisition of Wayleaves Consent	Grant way leave and sign agreement	Free	3 weeks	REREC
Issuance of Surveying Certificate of Completion	Submission of Survey Delivery Note	Free	7 days after receipt of Survey Delivery Note	REREC
Issuance of Pegging Certificate	Surveyor to ensure certificate is signed by REREC supervisor and the contractor	Free	14 days	REREC
Cartography Certificate of Completion	Submission of <i>Cartographic Delivery Note</i>	Free	7 days after receipt of <i>Cartographic Delivery Note</i>	REREC
Project award	None	Free	7 days	REREC
Mobilization	None	Free	7 days	CONTRACTOR
Inspection and certification by REREC supervisor	Notify REREC supervisor	Free	Within 14 days after formal notification by contractor	REREC
Commissioning	None	Free	21 days after SLA with Kenya Power	REREC
Issuance of certificate of completion of works to contractors	None	Free	30 days after project commissioning	REREC
Preparation of Payment certificate (BQ)	Submission of certificate of completion	Free	14 working days	REREC
Inspection of goods	Delivery of goods to REREC requisite stores	Free	7 days after delivery of goods	REREC
Reception service	Comply with set REREC reception procedures	Free	Within 5 minutes of arrival at Reception desk	REREC
Complains/queries through: <b>Telephone</b> <b>Walk-ins</b> <b>Email</b>  <b>Post</b>	Call : +254 709 193 000	Free	Instantaneous	REREC
	Visit REREC offices	Free	Instantaneous	REREC
	Email to; complaints@rerec.co.ke info@rerec.co.ke	Free	Instantaneous	REREC
	Write to Chief Executive Officer Rural Electrification & Renewable Energy Corporation P.O Box 34585-00100 Nairobi.	Free	Within 7 days of receipt	REREC
Payments for Works, Services and Goods	<b>Contractors/Suppliers</b> Submit all required supporting documents	Free	30 days after submission of requisite documents	REREC
Oversight Authority : Commission on Administrative Justice P.O Box 20414-00200 Nairobi. Email : certificationpc@ombudsman.go.ke				

*walk-ins*

*Email*

*Post*