

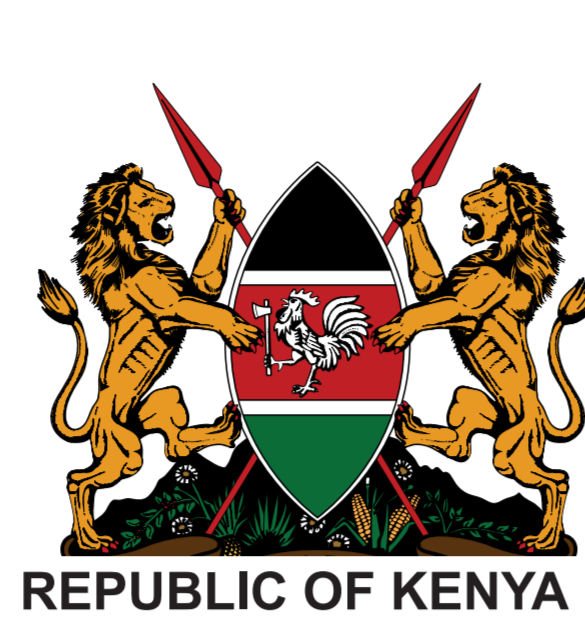
CITIZENS' SERVICE DELIVERY CHARTER

VISION:

A green energy driven nation

MISSION:

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



PART A: STANDARDIZED COMMON SERVICES

S/No	Customer Support Services	Customer Requirement(S)	Cost of Service	Timeline
1	Response to routine correspondence/inquiries Telephone	+254 709 193 000/600	Free	15 Seconds
	Walk-ins	Visit REREC offices, with National ID/Passport	Free	Within 1 minute of contact
	Email	info@rerec.co.ke or, complaints@rerec.co.ke	Free	1 Working day
	Website	www.rerec.co.ke	Free	1 Working day
	Social Media	Social media platforms	Free	1 Working day
	Post	Write to: Chief Executive Officer Rural Electrification & Renewable Energy Corporation P.O. Box 34585 – 00100, Nairobi.	Free	5 Working days
2	Processing of request for information	Make a request for information	Free	21 Working days
3	Response to public complaints and grievances	Make a complaint	Free	1 Working day
4	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
5	Registration of Suppliers	Registration on SRM System as a Vendor <ul style="list-style-type: none"> • Duly filled application form • Company profile • Certificate of Incorporation/Registration • PIN Certificate • Valid Tax Compliance Certificate/exemptions • Original Bank Statement • Copy of certificate of registration with relevant regulatory bodies • Non-refundable fee payment receipt • Copies of the company's annual returns • National ID/Passport 	Free	14 Working days
6	Payment of work services and goods	Submit invoices and supporting documents	Free	90 Working Days

PART B: CORE MANDATE SERVICES

S/No	Customer Support Services	Customer Requirement(S)	Cost of Service	Timeline
1	Identification of REREC Projects (Grid-extension, Mini-grid, Solar, Wind, Biogas, Biomass, Mini-hydros)	Provide formal request letter with project details	Free	Quarterly
2	Project design	<ul style="list-style-type: none"> • Provide customer details • Share copies of ownership/identification documents 	Free	Within 28 working days after receipt of approved projects
3	Route survey	Presence of the landowner	Free	Within 21 working days after receipt of forwarding memo
4	Wayleaves acquisition	Grant wayleave and sign agreement	Free	Within 21 working days after route survey
5	Route Pegging	None	Free	Within 10 working days after receipt of project file at the regional office
6	Issuance of stores requisition forms (SRF)	None	Free	Within 7 working days after route pegging
7	Commencement of project construction	None	Free	Within 21 working days after obtaining materials from the stores
8	Inspection and certification of projects by REREC supervisor	None	Free	Within 14 working days after formal notification by the Contractor on completion of a milestone
9	Power Distribution Network Digitization (PDN)	None	Free	Within 14 working days on inspection & certification by REREC supervisor
10	Commissioning of REREC Projects	None	Free	21 days after joint inspection with KPLC as per SLA
11	Restoration of power supply/Solar for schools	As per approved maintenance schedule & reportage of power outage	Free	Within 45 days of reporting
12	Promotion, sensitisation, demonstration, community training of renewable energy technologies/ applications and afforestation campaign	Expression of interest	Free	As per approved program
13	Distribution of seedlings	Based on distribution plan	Free	As per the approved distribution plan
14	Sale of seedlings and various energy saving products	Request for quotation	As per the approved price	Within 45 days after confirmation of delivery of material by REREC staff
15	Conduct research & disseminate findings	Access to journals/publications on REREC's website/seminars/workshops	Free	3 months after completion of study
16	Promote collaboration linkages with various stakeholders	Request for partnership vide a letter	Free	As guided by collaboration agreement in place

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards, or any officer who does not live up to our commitment to courtesy and excellence in service delivery should be reported to:

The Chief Executive Officer
Rural Electrification & Renewable Energy Corporation
Kawi Complex, South C, off Red cross road
P.O Box 34585-00100, NAIROBI.
Email : ceo@rerec.co.ke, complaints@rerec.co.ke or
Website : www.rerec.co.ke

The Commission Secretary/Chief Executive Officer
Commission of Administrative Justice 2nd Floor
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254(0)20 2270000 / 23030000
Email: complain@ombudsman.go.ke



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HUDUMA BORA NI HAKI YAKO



ISO 9001:2015 Certified