



SERVICE DELIVERY STANDARDS

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PROCEDURES

IDENTIFICATION OF RURAL ELECTRIFICATION PROJECTS

STRATEGY AND PLANNING DEPARTMENT

ISO Clause

8.5 – Production and service provision

8.5.2 Identification and traceability

4 Context of the organization

4.1 – Understanding the organization and its context

4.2 – Understanding the needs and expectation of interested parties

1.0 SCOPE

This procedure covers all activities involved from identification of projects for implementation to approval of budget for projects within the stipulated scope and available budget.

3.0 OBJECTIVES

The objectives of identification and budget prioritisation of projects are to:

3.1 Ensure that the projects identified are prioritised and their budgets approved for implementation

3.2 Ensure that the projects have adequate funds from Design facilitation up to project commissioning

3.3 Support key process owners like design survey, construction throughout the lifecycle of the project

UNDERTAKING PROJECT DESIGNS AND SURVEY

ISO Clause

8.3 – Design and development of products and services

8.3.1. The organization shall establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services.

SCOPE

The procedure covers from the time department receives funded load centers from the Strategy & Planning department to the time of receiving engineering survey reports from the contract surveyors.

OBJECTIVES

The objectives of this procedure are:

- 2.1 To carry out engineering survey as proposed by the designer.
- 2.2 To make submissions which are geo-referenced and in soft copy.
- 2.3 To forward to the Design Engineer a compiled completed survey project file.

SCOPE 2

The procedure covers from the time the project is received by the Design Engineer in Charge from Survey to the time the project is released for implementation.

1.0 OBJECTIVES

The objectives of this procedure are:

- 1.1 To have the projects designed in AutoCAD and checked.
- 1.2 To prepare a technical report with a summary of all the materials and group of materials.
- 1.3 To upload all the materials necessary for the projects implementation in the SAP and raise a CWA in SAP.

ACQUISITION OF WAY-LEAVES CONSENT

DESIGN DEPARTMENT

ISO Clause

8.5.2 – Identification and traceability

The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

1.0 SCOPE

The procedure covers from the time Contracted Surveyor receives the survey contract (which includes acquisition of wayleaves) to the time the Contracted surveyor submits all the required documents

2.0 OBJECTIVES

The objectives of this procedure are:

- 3.1 To seek way leave consent from the land owners.
- 3.2 To confirm adjudication status in cases where the land is not adjudicated and then proceed with the acquisition of way leave consents.
- 3.3 To seek way leaves approval from the roads authority where the line is on the road reserve.
- 3.4 To ensure that at least 75% of the way leaves of the respective project has been acquired.

ISSUANCE OF SURVEYING CERTIFICATE OF COMPLETION

DESIGN DEPARTMENT

ISO Clause

8 Operation

8.1 – Operational planning and control

The organization shall plan, implement and control the processes needed to meet the requirements for the provision of products and services and to implement the actions determined in clause 6 (Planning)

8.3.5 – Design and development outputs

The organization shall ensure that design and development outputs;

- a) Meet the input requirements
- b) Are adequate for the subsequent processes for the provision of products and services.
- c) Include or reference monitoring and measuring requirements as appropriate and acceptance criteria.
- d) Specify the characteristics of the product and services that are essential for the intended purpose and their safe and proper provision.

8.5.2 – Identification and traceability

The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

SCOPE

The procedure covers from the time department receives proposed load centers from the Strategy & Planning department to the time of submitting the preliminary cost estimates to Strategy & Planning department for budget allocation.

OBJECTIVES

1. To visit the load centers for data collection including the level of H.V at T-off point.
2. To prepare a preliminary cost estimate for the projects.
3. To produce schematic diagrams for the proposed projects

ISSUANCE OF PEGGING CERTIFICATE

ISO Clause

8 Operation

8.1 – Operational planning and control

The organization shall plan, implement and control the processes needed to meet the requirements for the provision of products and services and to implement the actions determined in clause 6 (Planning)

8.3.5 – Design and development outputs

The organization shall ensure that design and development outputs;

- a) Meet the input requirements
- b) Are adequate for the subsequent processes for the provision of products and services.
- c) Include or reference monitoring and measuring requirements as appropriate and acceptance criteria.
- d) Specify the characteristics of the product and services that are essential for the intended purpose and their safe and proper provision.

8.5.2 – Identification and traceability

The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

SCOPE

The procedure covers from the time Cartographer in Charge receives the raw project file from the Designer in charge to the time the file is forwarded to Strategy & Planning for operations.

OBJECTIVES

The objectives of this procedure are:

- 3.1 To ensure the drawings are clear.
- 3.2 To ensure positional accuracy and completeness including the pole schedules, fitting summaries, location diagrams and schematics.
- 3.2 To print the project files for approval by the Design Engineer and submission to corporate planning.

CARTOGRAPHY CERTIFICATE OF COMPLETION

DESIGN DEPARTMENT

ISO Clause

8 Operation

8.1 – Operational planning and control

The organization shall plan, implement and control the processes needed to meet the requirements for the provision of products and services and to implement the actions determined in clause 6 (Planning)

8.3.5 – Design and development outputs

The organization shall ensure that design and development outputs;

- a) Meet the input requirements
- b) Are adequate for the subsequent processes for the provision of products and services.
- c) Include or reference monitoring and measuring requirements as appropriate and acceptance criteria.
- d) Specify the characteristics of the product and services that are essential for the intended purpose and their safe and proper provision.

8.5.2 – Identification and traceability

The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

SCOPE

The procedure covers from the time Cartographer in Charge receives the raw project file from the Designer in charge to the time the file is forwarded to Strategy & Planning for operations.

OBJECTIVES

The objectives of this procedure are:

- 3.1 To ensure the drawings are clear.
- 3.2 To ensure positional accuracy and completeness including the pole schedules, fitting summaries, location diagrams and schematics.
- 3.2 To print the project files for approval by the Design Engineer and submission to corporate planning.

PROJECT AWARD

PROCUREMENT DEPARTMENT

ISO Clause

8 Operation

8.1 – Operational planning and control

The organization shall plan, implement and control the processes needed to meet the requirements for the provision of products and services, and to implement the actions determined in clause 6 by:

- a) Determining the requirements for the products and services;
- b) Establishing criteria for:
 - 1) The processes;
 - 2) The acceptance of products and services;
- c) Determining the resources needed to achieve conformity to the product and service requirements;
- d) Implementing control of the processes in accordance with the criteria
- e) If the CEO approves the Paper Presented, Procurement Officer shall prepare the letters of award to the successful vendors for CEO's signature. The vendor in turn shall write an acceptable letter, upon whose receipt a contract stating the terms and conditions shall be drawn by legal officer.

8.3.5 – Design and development outputs

The organization shall ensure that design and development outputs:

b) are adequate for the subsequent processes for the provision of products and services.

8.5.2 – Identification and traceability

The organization shall use suitable means to identify outputs when it is necessary to ensure the conformity of products and services.

1.0 SCOPE

The procedure covers from the time Cartographer in Charge receives the raw project file from the Designer in charge to the time the file is forwarded to Strategy & Planning for operations.

2.0 OBJECTIVES

The objectives of this procedure are:

3.1 To ensure the drawings are clear.

3.2 To ensure positional accuracy and completeness including the pole schedules, fitting summaries, location diagrams and schematics.

3.2 To print the project files for approval by the Design Engineer and submission to corporate planning.

MOBILIZATION

ISO Clause

7.3 – Awareness

The organization shall ensure that persons doing work under the organization's control are aware of:

- a) the quality policy
- b) relevant quality objectives;
- c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance
- d) the implications of not conforming with the quality management system requirements.

8.2 – Requirements for products and services

INSPECTION AND CERTIFICATION BY REREC

SUPERVISOR

CONSTRUCTION DEPARTMENT

ISO Clause

8.3.4 – Design and development control

8.3.4 c – Verification activities are conducted to ensure that the design and control meet the input requirement

The procedure covers all the activities involved in the supervision of all projects under the implementation from the time the contractor takes over the site to the time the contractor completes construction and commissions the individual projects.

SCOPE

The procedure defines activities involved in capturing and maintenance of Knowledge generated from design activities.

OBJECTIVES

The objectives of this procedure are:

- 1.1 To provide reliable and secure information, as well as make it available throughout.
- 1.2 To enable the department to be more effective.

COMMISSIONING

CONSTRUCTION DEPARTMENT

ISO Clause

8.5.5 – post-delivery activities

The procedure covers all the activities involved in the commissioning and handing over the projects to KP from the time the project jointly inspected by L &T contractor, REREC and KP and are cleared defects and commissioned by L & T contractor, REREC and KP.

SCOPE

The procedure defines activities involved in capturing and maintenance of knowledge generated from Strategy and planning activities.

OBJECTIVES

The procedure defines activities involved in capturing and maintenance of knowledge generated from Strategy and Planning activities.

ISSUANCE OF CERTIFICATE OF COMPLETION OF WORKS TO CONTRACTORS

CONSTRUCTION DEPARTMENT

ISO Clause

8.1 – Operational planning and control

8.3.5 – Design and development outputs

8.5.2 – Identification and traceability

1.0 SCOPE

The procedure covers all activities involved from the time a project is commissioned to the time all the relevant documents are prepared and submitted to MF&A for payment.

2.0 OBJECTIVES

To ensure timely preparation of payment documents

PREPARATION OF PAYMENT CERTIFICATION (BQ)

CONSTRUCTION DEPARTMENT

ISO Clause

8.1 – Operational planning and control

8.3.5 – Design and development outputs

8.5.2 – Identification and traceability

The procedure covers all activities involved from the time a project is commissioned to the time all the relevant document are prepared and submitted to MF & A for payment.

3.0 SCOPE

The procedure covers all activities involved from the time a project is commissioned to the time all the relevant documents are prepared and submitted to MF&A for payment.

4.0 OBJECTIVES

5.0 To ensure timely preparation of payment documents

INSPECTION OF GOODS

SUPPLY CHAIN MANAGEMENT DEPARTMENT

ISO Clause

8.4 – Control of externally provided process, products and services.

8.4.1 - The procedure is applicable from Notification of delivery of materials by the supplier in the store to the handover of approved GRN by the Principal Supply Chain Management Officer to the Supply Chain Manager for onward transfer to Finance.

1.0 SCOPE

This procedure covers all activities involved in updating of the Construction Work Plan for all the projects done within the Financial Year and what is in the REREC Master Plan for the year.

3.0 OBJECTIVES

(i) To ensure that the construction work plan is reviewed and updated every financial year.

RECEPTION SERVICE

CORPORATE COMMUNICATIONS DEPARTMENT

ISO Clause

7.1.2 – People

7.4 – Communication

1.0 SCOPE

This procedure covers all the activities involved in the preparation of the departmental performance contract and work plan.

2.0 OBJECTIVES

2.1 Ensure optimal achievement of targets by the Heads of Departments

2.2 Provide an objective tool for appraisal of staff on key performance indicators guided by the PC

COMPLAINTS/ENQUIRIES

CORPORATE COMMUNICATIONS DEPARTMENT

ISO Clause

8.2.1 – customer communication

8.2.1 a) – handling enquiries contracts or orders

8.2.1c)– obtaining customer feedback, including customer complaints

The corporation has an established complaints handling and management procedure through which customers can raise complaints or enquiries. The procedure outlines the different methods that customers can use to make enquiries or complaints. The process, stipulated has procedures and timelines and analysis of the same. It is also audited quarterly b the Commission on Administrative Justice Kenya.

PAYMENTS FOR WORKS, SERVICES AND GOODS

FINANCE DEPARTMENT

ISO Clause

8.3.5 – Design and development outputs

This procedure is applicable to payroll processing within Rural Electrification and Renewable Energy Corporation.

1.0 SCOPE

This procedure covers all the activities involved in the preparation of the departmental performance contract and work plan.

3.0 OBJECTIVES

- 3.1 Ensure optimal achievement of targets by the Heads of Departments
- 3.2 Provide an objective tool for appraisal of staff on key performance indicators guided by the PC