



Ministry of Roads and Transport State Department of Roads

Mechanical and Transport Division Service Charter



QUALITY MECHANICAL & PLANT SERVICES FOR BETTER INFRASTRUCTURE

Background

Mechanical and Transport Division is a Division in the Ministry of Transport and Infrastructure. The Division plays the role of Principal adviser to the Government on all matters related to mechanical, transport and plant services. The Division is focusing on providing quality mechanical, transport and plant services that will contribute in realizing Vision 2030. The Division activities cover all counties through 27 strategic regions. Its headquarters is at Machakos Road, Industrial Area.

Vision

To be the leading provider of mechanical, transport and plant services in the country.

Mission

To provide quality mechanical, transport and plant services to enhance the development and maintenance of roads and other related infrastructure in Kenya.

Quality Policy Statement of the Ministry

The Ministry of Transport, Infrastructure, Housing & Urban Development is committed to facilitating the provision of quality road infrastructure and enhancing regional connectivity for sustainable socio-economic development.

To achieve this, the ministry shall comply with all applicable requirements and continually improve on its effectiveness by implementing a Quality Management System based on ISO 9001:2008 standard.

The Ministry Top Management shall review this policy and establish quality objectives on bi-annual basis to ensure continuing sustainability.



Quality Objectives and Service Delivery

NO	SERVICE	TIME
1	Carry out valuation of a vehicle plant equipment or an item, for government officer, departments or ministries and issue a report	Within 7 days from the date of inspection
2	Manufacture of government safe or a cash box	Within 6 days on receipt of correct material
3	Carry out repair/maintenance of a safe or cash box	Within 3 days of delivery of personell, materials of a safe to repair
4	Hiring a Vehicle, plant or equipment on commercial basis	Within 2 days after conducting due diligence, payment and contract signing
5	Carry out suitability or occupational test for government driver and issue a report/ certificate	Within 7 days from the date of the test
6	Carry out an inspection of a vehicle, plant equipment or an item and issue a report	Within 7 days from the date of the test
7	Carry out inspection of a garage suitability to repair government vehicles, plant or equipment and issue a report	Within 7 days from the date of the test
8	(a) Carry out scheduled maintenance of a vehicle, plant and equipment as per manufacturer specification (b) Carry out unscheduled repairs of a plant, vehicle, equipment or an item	Within 7 days after receiving all service parts Within 14 days after receipt of all correct spare parts



9	Research/develop new specifications for vehicles, plant and equipment on request to clients	2 Weeks
10	Provide standard specifications for vehicles, plant and equipments on request by clients	3 Days
11	Carry out technical evaluations of tenders for the purchase of vehicles, tools, plant and equipment	4 Days
12	Issue sanctions to board unservicable vehicles, plants and equipment	2 Days
13	Carry out pre-delivery inspections on new vehicles, plants and equipment	3 Days
14	Valuation of vehicles, plants and equipment	3 Days (Nairobi) 2 Weeks (Other areas)
15	Maintain inventory of the department's vehicles, plants, tools and equipment	Continous Process
16	Receive new vehicle, plants, tools and equipment	1 Day
17	Issue new/boarded vehicles, plants, tools and equipment	1 Day
18	Process the transfer of ownership of boarded vehicles plant, and equipment	3 Days
Note: Our Clients have a right to quality service from our officers in the central workshops and Nairobi Region. Terms and Conditions apply in rendering all the above services and these includes payments and applicable charges/fees and documentation requirements.		



**RIONGAGA GESONSO ROAD OPENING
S. MUGIRANGO-KISII COUNTY**

Objectives of the Charter

The purpose of the service charter is to enhance level of public awareness on the role of the Mechanical and Transport Division, give insights on our core values, key result areas, provide information on the range of services that the Division offers, the performance standards set by the Division, clients' expectations, avenues for redress where services fall short of standards as a mechanism for continuous improvement in service delivery in pursuit of client satisfaction and excellence in our operations.

Mandate

To provide mechanical, transport and plant services. These services include provision of equipment for development and maintenance of infrastructure, and a wide range of mechanical services to the public and private sectors.

Operational Values

In carrying out the mission, the Division is guided by the following core values which focus on professionalism and integrity in service delivery:-

- Integrity at all times i.e. honest, uprightness
- Transparency and accountability
- Teamwork, discipline, respect and courtesy among staff;
- High quality service;
- Commitment and dedication to duty;
- Innovation;
- Professionalism;
- Promotion and protection of public interest; and
- Impartiality and fairness



Organizational Structure

The Mechanical and Transport Division is headed by the Chief Engineer Mechanical who oversees the day by day management and administrative activities.

In order to execute its mandate the Division is organized into two (2) branches.

1. Operation and Administration
2. Technical and Development

At the county and constituency levels, the services and activities of the division are excuted through twenty seven (27) Strategic regions headed by Regional Mechanical Engineers. The regions are Nairobi, Thika, Nyeri, Mombasa, Garsen, Embu, Isiolo, Garissa, Wajir, Kisumu, Kisii, Nakuru, Eldoret, Kericho, Kakamega, Bungoma, Marsabit, Homa Bay, Turkana, Baringo, Narok, Mandera and West Pokot, Kitui, Nyandarua, Taita Taveta and Meru.

Mechanical and Transport Fund

In 2003, the Mechanical and Transport Fund was established through Legal Notice No. 140 followed by the gazattement of hire and service charges through Gazatte Notice No. 3669 of 21st May, 2004.

This mandated the Division to hire out vehicles, plant and equipment to road agencies, public and private sectors, and charge fees for other mechanical services. This additional funds raised enable the Division to improve its service delivery, renew and maintain its vehicles and equipment fleet.



Our Range of Services

We offer a wide range of services that include the following:

- Provision of road construction and maintenance equipment
- Provision of Transport Services.
- Advice on procurement and disposal of vehicles and equipment.
- Inspection and identification of private garages suitable for repairing Government vehicles, plant and equipment.
- Assessment of transport charges for Government officers who are proceeding on transfer.
- Valuation of vehicles, plant and equipment for the following purposes:-
 - Determine resale value for disposal
 - Security in courts of law
 - Insurance
 - Loans for public servants desiring to purchase used vehicles
- Suitability/occupational testing of drivers, motor cyclists and plant operators for employment and promotion in the public sector.
- Inspection of imported second hand vehicles for conformity to Kenya Bureau of Standards KEBS 1515-2000 specifications for road worthiness.
- Inspection of Government vehicles and equipment.
- Maintenance, repairs and disposal of vehicles, plant and equipment.
- Post-repair inspection to check quality and conformity of repairs requirement.
- Inspection of damages and losses caused by a accident, abuse and misuse of equipment with view for establishing liability.



- Manufacture and repair of safes, cash boxes, strong room doors and other fabricators.
- Preparation of technical specifications and tender documents for purchase of vehicles, plant, tools, equipment and machinery and other related materials.
- Pre-delivery inspections of vehicles, plant, tools, equipment and machinery to ensure adherence to clients technical specifications.

Clients, Customers and Stakeholders

Clients, Customers and stakeholders include the following:

- The Public
- Road Agencies
- Government Ministries, departments and state corporations
- Development Partners
- Suppliers and Contractors
- Private Sector, Corporate and Individuals

Commitments and Service Standards

The division will endeavour to:

- Give prompt and courteous service;
- Avail well trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- Give fair and equitable access to our pool of vehicles, plant and equipment, services and programmes
- Provide a wide range of well maintained vehicles, plant and equipment to meet client needs
- Respond promptly to clients' inquiries, comments or complaints



- Give clear and accurate information regarding our policies, rules, regulations, guidelines etc (these are contained in Schedule II the Exchequer and Audit - Regulation, 2003 obtainable from all our offices)
- Respect clients' privacy at all times

Our Expectations of the Clients

We expect our clients:

- To observe, respect and comply with our procedures, rules and regulations;
- To provide necessary information and relevant documents when seeking mechanical services, making an inquiry or complaint as maybe required;
- To be courteous and respectful to members of staff and other clients
- To promptly settle payments for services rendered; and
- To provide feedback on the quality of our services to assist to improve our service delivery
- To treat workshop facilities, vehicles, plant and equipment and property with due care.

Commitments on Service Delivery

In service delivery, we pledge that:

All telephone calls will be attended to within twenty seconds (20) of ringing.

All visitors will be attended to at the receptions within three minutes (3) of their arrival



Correspondences will be replied to within fourteen (14) days from the date of receipt

Inspection/Valuation reports of all machineries/vehicles will be issued within fourteen (14) days from the date of inspection.

Procedure for Channelling Complaints/Feedback

We to continue improving our service delivery and will appreciate feedback from you on our performance. We believe that constructive engagement with our clients will help us improve our service delivery. However, clients who are aggrieved or have a complaint to make can seek redress as follows:

- Make complaints to the Officer-in-Charge at the station where the service was rendered whereby feedback and progress shall be communicated not later than fourteen (14) working days after the complaint has been lodged.
- A client who is dissatisfied with the redress at the first point of call is advised to seek redress in a higher office.
- A client may make complaints or suggestions to the Chief Engineer Mechanical through the physical address provided or by post, fax or E-mail.
- We also welcome suggestions through our boxes which are conveniently placed in all our offices, or by email at cmte@mechanical.go.ke



Contact Address

Chief Engineer Mechanical

P.O. Box 30043 - 00100

Industrial Area - Machakos Road, Nairobi

Tel: +254-020 551960/1/2/3/4/5

Wireless: 020 2517914

Fax: +254-020 537914

E-Mail: cmtec@mechanical.go.ke

Website: works.go.ke

Hotline: 020 3588838



**TING'A GESIAGA ROAD GKB 704G
ROLLER**

MECHANICAL AND TRANSPORT DIVISION REGIONAL CENTRES AND COUNTIES

Regional Headquarters &
Counties used as pools
for equipment and
transport services

THIKA	RUIRU
MOMBASA	MOMBASA
GARISSA	GARISSA
KERICHO	KERICHO
ISIOLO	ISIOLO
KISUMU	KISUMU
KAKAMEGA	KAKAMEGA
BUNGOMA	BUNGOMA
EMBU	EMBU
WAJIR	WAJIR
NAKURU	NAKURU
NAIROBI	NAIROBI
ELDORET	ELDORET
GARSEN	MALINDI
NYERI	NYERI
KISII	KISII
HOMABAY	HOMABAY
MARSABIT	MARSABIT
TURKANA	LODWAR
BARINGO	KABARNET
NAROK	NAROK
MANDERA	MANDERA
WEST POKOT	KAPENGURIA
KITUI	KITUI
NYANDARUA	NYAHURURU
TAITA TAVETA	VOI
MERU	MERU

47 COUNTIES MAP

