



REPUBLIC OF KENYA

# MINISTRY OF ENERGY & PETROLEUM

State Department for Petroleum



## CITIZEN SERVICE DELIVERY CHARTER

S/NO	SERVICE PROVIDED	CUSTOMER OBLIGATION	CHARGES (costs)	DURATION
1.	Approved requests for line-fill access by Oil marketing companies in the Kenya Pipeline Company (KPC) System	a) Provide evidence of registration in the line-fill at KPC system b) Payment of requisite taxes to Kenya Revenue Authority (KRA)	Free	Two (2) days
2.	Providing information to investors	Application letter stating the desired information	Free	14 days
3.	Approving new entrants for allocation of ullage in the KPC System	a) Have signed up as a member of Oil Spill Mutual Aid Group (OSMAG) b) Have a license for Energy and Petroleum Regulatory Authority (EPRA) for import/export and	Free	7 days

S/NO	SERVICE PROVIDED	CUSTOMER OBLIGATION	CHARGES (costs)	DURATION
		c) wholesale of petroleum products; d) Have a signed transport and storage agreement with KPC; e) Have a signed Open Tender System(OTS) terms and conditions.		
4.	Processing applications of prospecting licenses	a) Provide a letter indicating the identified Block; b) Have a request for Block license; c) Provide a registration certificate and physical address; d) Provide evidence of financial ability, technical competence and professional skills.	Free	90 days
5.	Process waiver requests for petroleum business licensing requirements (import, export and wholesale of petroleum products except LPG)	a) Have a registration certificate; b) Proof of either annual sales of over 6.6 million litres or five (5) operational retrieval petrol stations	Free	7 days

S/NO	SERVICE PROVIDED	CUSTOMER OBLIGATION	CHARGES (costs)	DURATION
6.	Process payments for Suppliers	a) Avail invoices b) Avail delivery notes	Free	27 day
7.	Response to phone calls	Make calls	Free	Within three rings (3)
8.	Written Correspondences	a) Write a letter of inquiry b) Write a letter seeking for expert information	Free	Within seven (7) days Within twenty-one (21) days
9.	Use of Social Media Platforms	Contact our State Department using our Social Media handles	Free	Within a day
10.	Resolve Public Complaints	Submit a formal complaint detailing the specific issues to be addressed through: a) Letters; b) Phone calls; c) Emails; d) Social Media Platforms, e) Commission on Administrative Justice.	Free	Within the laid down timelines

**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 the commitment to courtesy and excellence to be reported to:

**Principal Secretary**  
State Department for Petroleum  
KASNEB Towers II  
P.O.Box 51614-00100  
**NAIROBI**

Phone: +254-(0)20 2043662/3310112  
Website: [www.petroleum.go.ke](http://www.petroleum.go.ke)  
Email: [ps@petroleum.go.ke](mailto:ps@petroleum.go.ke)  
[info@petroleum.go.ke](mailto:info@petroleum.go.ke)  
X (twitter): @pspetroleum\_ke  
Facebook: State Department for Petroleum

The Commission Secretary/Chief Executive officer  
Commission on Administrative Justice,  
2<sup>nd</sup> Floor West End Towers, Waiyaki Way Nairobi  
P.O.Box. 20414-00200, Nairobi  
Tel: +254(0)20 2270000/2303000  
Email: [feedback@ombudsman.go.ke](mailto:feedback@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**



JAMHURI YA KENYA

# WIZARA YA KAWI NA PETROLI

## Idara ya Petroli



### HATI YA HUDUMA KWA UMMA

Na.	HUDUMA INAYOTOLEWA	WAJIBU WA MTEJA	GHARAMA	MUDA
1.	Idhinisha maombi ya ufikiaji wa kujaza laini na kampuni za uuzaji za Mafuta katika Mfumo wa Bomba la Kenya	a) Kuwepo kwa nafasi kwenye mfumo ya Kampuni ya Njia ya Bomba ya Kenya (KPC) b) Kulipa ushuru ufaao kwa Mamlaka ya Ukusanyaji Ushuru ya Kenya (KRA)	Hamna malipo	Siku mbili (2)
2.	Kutoa taarifa kwa wawekezaji	a) Kuwa na barua ya maombi inayoeleza habari unayohitaji	Hamna malipo	Siku kumi na nne (14)
3.	Kuidhinisha washiriki wapya kwa ajili ya mgao katika Mfumo wa Kampuni ya Kenya Pipeline (KPC)	a) Kuwa mwanachama halisi aliyesajiliwa wa Oil Spill Mutual Aid Group (OSMAG); b) Awe na leseni ya kutoka Mamlaka ya Udhubiti wa Nishati na Petroli (EPRA) ya	Hamna malipo	Siku saba (7)

Na.	HUDUMA INAYOTOLEWA	WAJIBU WA MTEJA	GHARAMA	MUDA
		kuagiza/kusafirisha nje na kuuza bidhaa ya Petroli kwa jumla; c) Mkataba wa usafiri na uhifadhi uliosainiwa na Kampuni ya Kenya Pipeline (KPC) d) Awe na sheria na masharti ya Open Tender System (OTS) ilio sahihiwa		
4.	kuchakata maombi ya leseni za utafutaji	a) Uwe na barau inayoonyesha Kitalu kilichotambuliwa; b) Peana ombi lilioandikwa la Leseni ya Kitalu c) Uwe na Cheti ya Usajili na anuani ya mahali ulipo; d) Toa ushahidi wa uwezo wa kifedha wa uwezo, uwezo wa kiufundi na ujuzi wa kitaaluma	Hamna malipo	Situ tisini (90)
5.	Mchakato wa maombi ya msamaha kwa mahitaji ya leseni ya biashara ya mafuta ya petrol (kuigiza, kuuza nje na bidhaa za jumla za petrol isipokuwa LPG)	a) Uwe na Hati ya Usajili b) Uwe na uthibitisho wa mauzo ya zaidi ya lita milioni 6.6 au vituo vitano (5) vya rejareja vya mafuta	Hamna malipo	Siku saba (7)

Na.	HUDUMA INAYOTOLEWA	WAJIBU WA MTEJA	GHARAMA	MUDA
6.	Mchakato wa malipo kwa wauzaji	a) Uwe na ankara b) Toa vidokezo vya uwasilishaji	Hamna malipo	Siku saba (7)
7.	Kujibu Simu	Piga simu	Hamna	Milio mara tatu(3)
8.	Barau zilizoandikwa	a) Andika barua ya kutafuta habari; b) Andika barau za kutafuta taarifa maalum	Hamna malipo	(i)Ndani ya siku saba (7) (ii)Ndani ya siku ishirini na moja (21)
9.	Majukwaa ya Mitandao ya Kijamii	Wasiliana na Idara yetu kupitia majukwaa ya Mitandao ya Kijamii	Hamna malipo	Ndani ya siku moja
10.	Suluhisha Malalamiko ya Umma	Wasilisha malalamiko rasmi inayoeleza habari halisi ya maswala mahususi ya kuzingatiwa a) Barua b) Simu c) Barua pepe d) Mtandao ya Kijamii e) Tume ya haki ya Utawala	Hamna malipo	Ndani ya muda uliowekwa

#### TUMEJITOLEA KWA ADABU NA UBORA KATIKA UTOAJI HUDUMA

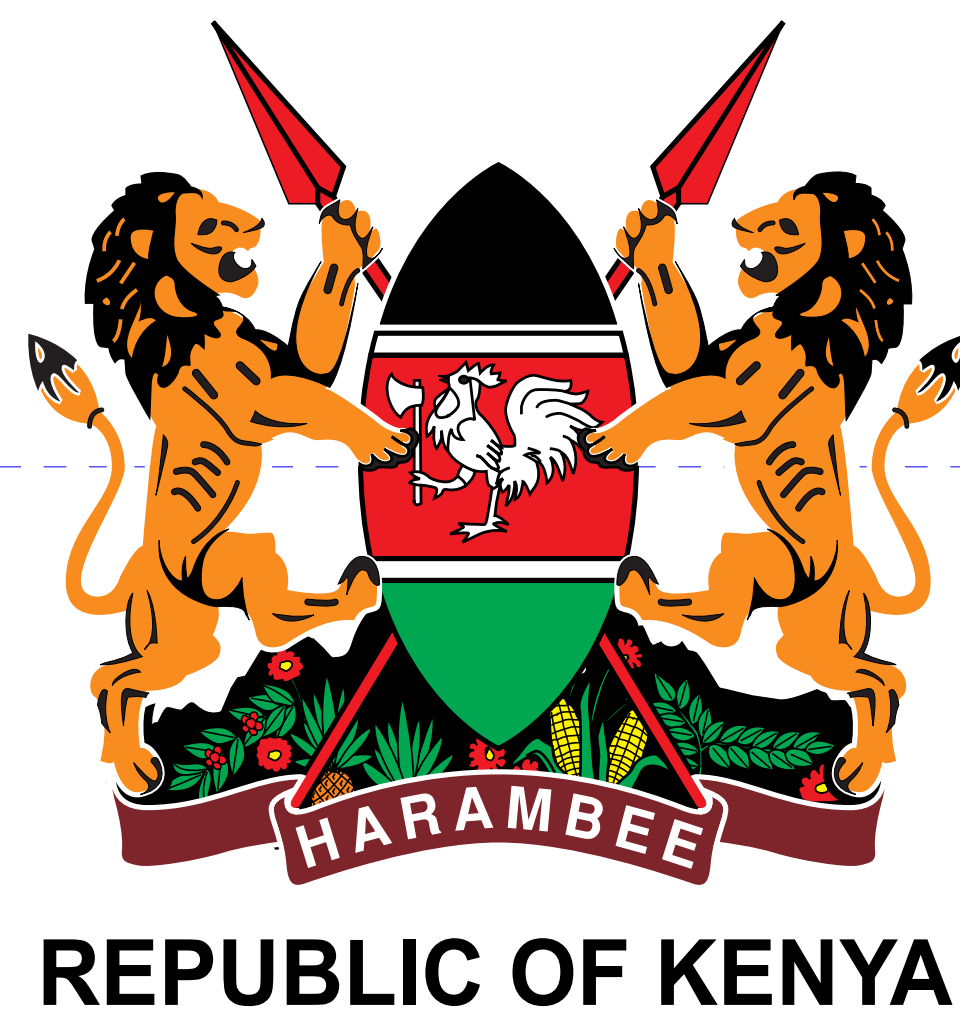
Huduma/ bidhaa yeyote inayotolewa ambayo haidhibitishi kwa viwango vilivyo juu au ofisa yeyote ambaye hafikii ahadi ya uugwana na ubora, aripotiwe kwa:

**Principal Secretary**  
State Department for Petroleum  
KASNEB Towers II  
P.O.Box 51614-00100  
**NAIROBI**

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Barua pepe: [ps@petroleum.go.ke](mailto:ps@petroleum.go.ke)  
[info@petroleum.go.ke](mailto:info@petroleum.go.ke)  
X (twitter): @pspetroleum\_ke  
Facebook: State Department for Petroleum

The Commission Secretary/Chief Executive officer  
Commission on Administrative Justice, 2<sup>nd</sup>. Floor  
West End Towers, Waiyaki Way Nairobi  
P.O.Box. 20414-00200, Nairobi  
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### HUDUMA BORA NI HAKI YAKO



# MINISTRY OF ENERGY & PETROLEUM

State Department for Petroleum



## VISION

A regional leader in exploration, exploitation and supply of oil and gas for sustainable development

## MISSION

To promote sustainable exploitation and management of oil and gas in Kenya

## CORE VALUES

1. Professionalism
2. Integrity, Transparency and Accountability
3. Innovativeness
4. Efficiency
5. Stakeholder collaboration and participation
6. Customer centric
7. Teamwork and Commitment
8. Sustainability

### Contact us:

**Principal Secretary**, State Department for Petroleum  
KASNEB Towers II

P.O. Box 51614 -00100, **NAIROBI**

Phone: +254 - (0)20 2044366

Website: [www.petroleum.go.ke](http://www.petroleum.go.ke), Email: [ps@petroleum.go.ke](mailto:ps@petroleum.go.ke)  
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