

DIRECTORATE OF TRANSPORT AND ROADS



MANDATE

The Directorate of Transport and Roads is vested with the responsibility of managing Transport and Roads under the devolved system of Government in Nyeri County

Vision

A world class provider of cost-effective and efficient roads and transport facilities and services

Mission

To provide efficient, affordable and reliable roads and transport facilities through design, construction, maintenance and effective management for sustainable economic growth and development of Nyeri

Core Values

- ❖ Excellence;
- ❖ Thoroughness;
- ❖ Responsiveness;
- ❖ Collaboration;
- ❖ Prudent utilization of resources;
- ❖ Collegiality;
- ❖ Integrity;
- ❖ Ethics.

Our Core Functions

- Formulation, implementation, and review of various policies and laws to streamline the proper functioning of the Directorate.
- Planning, designing and facilitation of construction/supervision and maintenance of roads and transport infrastructure in the county.

Our Scope

Our scopes include the area marked as including the county of Nyeri in relation to transport and roads.

Our Clients

- ❖ Our clients include the public
- ❖ Other county government departments
- ❖ Contractors and suppliers

Our Stakeholders and Partners

Our stakeholders include the National Government institutions and road agencies, institutions of higher learning, Power utility companies, Kenya Wildlife service, National Transport and Safety Authority (NTSA), Kenya Police Traffic Department, Survey of Kenya, Media houses, international development agencies, water service providers (WSPs), Telecommunication companies, professional bodies and environment regulatory bodies.

Our Service Guarantee

In fulfilling our service guarantee, we are committed to having a well-trained and supportive staff and to developing an open and accountable culture that is fair and reasonable. We will provide you with quality service by doing the following: -

- ❖ Greet and welcome all our visitors at their first point of contact with the directorate;
- ❖ Attend all telephone calls within the first 3 rings;
- ❖ Acknowledge email contact within an hour;
- ❖ Identifying ourselves when we speak to you including our identification badges;
- ❖ Handling our clients, stakeholders and partners with courtesy, respect and dignity;
- ❖ Seeking to understand your requirements and to identifying what is important to you;
- ❖ We will listen actively and act responsively to your needs;
- ❖ Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs;
- ❖ Treating you with respect and courtesy, maintaining confidentiality where required;
- ❖ Giving you clear, accurate, timely and relevant information or help you find it;
- ❖ Being clear and helpful in our dealings with you, giving reasons for our decisions;
- ❖ Respecting the confidentiality of personal information and using it only in accordance with the law;
- ❖ Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with Code of Conduct and Ethics;
- ❖ Referring inquiries, we cannot answer to an appropriate place;

- ❖ Presenting our responses to your inquiries or letters clearly and concisely using plain English, understandable graphics, or other means relevant to your needs. Generally, we will write back within 14 days of getting your letter. If this is not possible, we will tell you why we cannot and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.
- ❖ We will also seek your opinion before making decisions that affect you by understanding your needs through Public participation and consensus building;
- ❖ We will be Mindful of timelines and deadlines and explain effectively when certain factors arise that impede such endeavors.

Working Hours

- ❖ Our offices will be open every day from **8.00 A.M to 5.00 P.M** with a lunch break in between **1.00 P.M. to 2.00 P.M.** except weekends and gazzeted public holidays.

Official Language

Our official language of communication will include English for correspondence. Kiswahili and local languages where necessary and where practical, sign language

Office Location

Our offices are located in Chania at the Former Ministry of Public Works offices off King'ong'o-Nyeri road.

Feed Back

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestion about improving our service, please let us know.

For complaints and compliments,

Contact the Director Directorate of Transport and Roads,

P.O. Box 1112- 10100 Nyeri,

E-mail address – coinfrastructure@gmail.com

Guiding Principles

We commit ourselves through this charter to the following principles

- ❖ Public participation and public engagement
- ❖ Professionalism
- ❖ Social justice
- ❖ Quality Standards and adherence to the law
- ❖ The overriding precedence of public interest and wellbeing.
- ❖ Prudent use of resources that give our clients value for money.

Our Timelines

SERVICES	CLIENTS RESPONSIBILITY	TIMELINES	COST
Preparation of roads, bridges and related designs	Provide relevant information to directorate	14 working days	Free
Preparation of construction specifications and road works documentation.	To seek information on progress	Continuous	Free
Tendering and floatation of quotations of road and related works.	Follow up and information seeking from various media	14 working days	Free
Control/prevent encroachment of roads	Provide information and report encroachment	7 working days	Free