

# CITIZENS' SERVICE DELIVERY CHARTER

## ELECTRICITY

SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)				TIMELINE	
		Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)		
1	Issuance of licenses to Electrical Workers	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	A1	1,000	5,000	2,000	Within 60 days
			A2	1,000	5,000	2,000	
			B	750	3,000	1,000	
			C1	500	2,000	750	
			C2	250	1,000	500	
2	Issuance of licenses to Electrical Contractors	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	A1	1,000	5,000	5,000	Within 30 days
			A2	1,000	5,000	5,000	
			B	750	3,000	3,000	
			C1	500	2,000	2,000	
			C2	250	1,000	1,000	
3	Issuance of licenses to generation, transmission, distribution and supply of electrical energy	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website and submission of three hard copies to EPRA offices	Nature of undertaking	Grant Fee	Annual fee, modification or transfer fee		Within 60 days
			Application fee	Application fee of KES. 10,000			
			Generation	10,000/= per MW	5,000/= per MW		
			Transmission	2,000/= per MW	1,000/= per MW		
			Distribution and/ or supply	1,000/= per GWh	1,000/= per MW		
			Generation, Distribution and/ or supply	20,000/= per MW	10,000/= per MW		
			Electricity Supply	1,000/= per GWh	500/= per GWh		

## ENERGY EFFICIENCY

SERVICE/ GOOD		REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)				TIMELINE
1	Issuance of labels for energy efficient appliances	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website and submission of three hard copies to EPRA offices	Appliance	Appliance Application Fee (Kshs)			Within 30 days
			Self-ballasted lamps	3,000			
			Double Capped Fluorescent Lamps	3,000			
			Ballasts for Fluorescent Lamps	3,000			
			Refrigerating Appliances	5,000			
			Non-Ducted Air Conditioners	10,000			
			Three-Phase Cage Induction Motors	10,000			
2	Issuance of licenses to Energy Auditors	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	Within 60 days
			EM	250	500	500	
			EA2	500	750	750	
			EA1	750	1,000	1,000	
			EMVP	1,000	1,500	1,500	
			3	Issuance of licenses to Energy Service Companies	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	ESCO	
4	Issuance of licenses to Energy Audit Firms	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website				EAF2	500
			EAF1	750	2,000	2,000	

## RENEWABLE ENERGY

	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)				TIMELINE
			Class	Application Fee (Kshs)	Grant Fee (Kshs)	Annual Renewal Fee (Kshs)	
1	Issuance of licenses to Solar Photovoltaic Technicians	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	T1	250	1,000	500	Within 60 days
			T2	500	2,000	750	
			T3	750	3,000	1,000	
2	Issuance of licenses to Solar PV Contractors/ Vendors/ Manufacturers.	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	C1	500	1,000	1,000	Within 30 days
			V1	1,000	2,500	1,000	
			V2	2,000	5,000	2,000	
3	Issuance of licenses to Solar Water Heating Workers	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	SHW1	500	1,000	1,000	Within 60 days
			SHW2	750	1,500	1,500	
4	Issuance of licenses to Solar Water Heating Contractors/Vendors/Manufactures/Importers	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	SHC1	2,000	1,500	1,500	Within 30 days
			SHC2	3,000	2,000	2,000	
			SHM	3,000	2,000	2,000	

## ECONOMIC REGULATION

	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)	Class	Application Fee	Grant Fee	Annual Renewal Fee	TIMELINE
1	Compute Maximum Pump Prices for Diesel, Kerosene and Super Petrol and Published then every 15th day of every month	None	None	None	None	None	None	Monthly
2	Compute and Publish Electricity Pass through Costs by 10th day of every month	None	None	None	None	None	None	Monthly
3	Review and Approve ALL Power Purchase Agreements (PPA)	Materially complete Initialed PPA	None	None	None	None	None	60 Days
4	Review and approve ALL materially complete Retail electricity tariffs applications from distribution companies within the approval period (both Grid & Off-Grid)	Stakeholder consultations	None	None	None	None	None	60 Days

## PETROLEUM AND GAS

	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)		TIMELINE
1	Issuance of licenses for Petroleum/ LPG Road Transportation Business	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
2	Issuance of petroleum/ LPG driver's certificate	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
3	Issuance of licenses for Petroleum/ LPG Bulk Storage Facility	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
4	Issuance of license for import, export, bunkering or wholesale of Petroleum/ LPG	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
5	Issuance of license for Retail of Petroleum/ LPG	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
6	Amendment of license	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 30 days of receipt of application
7	Grant of construction permit for proposed petroleum refinery, retail dispensing station, pipeline or bulk storage facility	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	None	None	Within 45 days of receipt of application

## UPSTREAM PETROLEUM

	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)		TIMELINE
			Application Fee (KES)	Renewal Fee (KES)	
1	Review of Field Development Plan (FDP)	Submission of Field Development Plan to EPRA	Not Applicable	Not Applicable	Within 60 days of receipt of submitted FDP
	Amendment of approved Field Development Plan	Submission of amended Field Development Plan to EPRA	Not Applicable	Not Applicable	Within 60 days of receipt of amended FDP
2	Issuance of Upstream Petroleum Operational Permits	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website Conduct Public Participation	Not Applicable	Not Applicable	Within 60 days of receipt of application, which is inclusive of 21 working days' notice for public participation
3	Review of ESIA Reports for Upstream Petroleum Projects	Receipt of report from NEMA; Site Inspection	Not Applicable	Not Applicable	Within 29 days of receipt of report from NEMA
4	Issuance of commercial non-exclusive exploration permit for a geographically delineated area	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 60 days of receipt of application which is inclusive of notification to the affected County Governments
5	Issuance of non-commercial non-exclusive exploration permit for a geographically delineated area	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 60 days of receipt of application which is inclusive of notification to the affected County Governments
6	Provision of Upstream Petroleum information/data upon payment of associated fee where applicable	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 7 days of receipt of payment
7	Issuance of a written consent to remove petroleum and samples	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
8	Review of unitization agreement for joint development and production of petroleum	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 18 months from the date of making of the unitization agreement or longer period as EPRA may determine.

## COAL SECTION

	SERVICE/ GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (IF ANY)		TIMELINE
			Application Fee	Renewal Fee	
1	Issuance of permit for construction of coal storage, value addition and common user facilities	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 45 days of receipt of application
2	Issuance of permit for transportation of coal	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
3	Issuance of license for importation, exportation and bulk sale of coal	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
4	Issuance of license for production of energy using coal	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
5	Issuance of license to operate coal common user facilities	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
6	Issuance of license to operate value addition and/or coal storage facilities	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Within 30 days of receipt of application
7	Inspection of licenses and permits register	Application via EPRA online licensing portal, attachment of all required documents as per the criteria in the website	Not Applicable	Not Applicable	Accessible online upon meeting requirements
8	Review of ESIA reports for upstream coal projects	Receipt of reports from NEMA, Site Inspection	Not Applicable	Not Applicable	Within 60 days of receipt of application
9	Review of Coal Field Development Plans	Submission of Field Development Plan to EPRA	Not Applicable	Not Applicable	Within 60 days of receipt of application

## 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 commitments to courtesy and excellence in Service Delivery should be reported to:

**Director General**  
Energy & Petroleum Regulatory Authority  
Eagle Africa Centre, Longonot Rd., Upperhill  
P. O. Box 42681-00100 GPO NAIROBI  
Telephone 2847000/200/212  
Hotline 0709 336 000  
Email: info@epra.go.ke  
Website: www.epra.go.ke

**Commission on Administrative Justice**  
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