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TO **DELIGHT!**

**Customer Service Charter**

This service charter is a commitment by East African Gas Oil Limited (EAGOL) to deliver high quality services to our customers and stakeholders. This service charter sets out to define and enlighten our stakeholders on who we are, our vision and mission, our core functions, and the service standards you can expect when you deal with us.

This charter describes the standard of service that customers can expect from the EAGOL and her members of staff. It is based on activities, policies, set standards and guidelines already in place within the Company. It also aims at providing customers with a clear description of roles and responsibilities as they apply to customer service activities and sets out some baseline service targets for Eagol.

This charter will be amended and reviewed regularly taking into account our stakeholders’ suggestions and findings on surveys and new changes within the company and operating environment. Continuous assessment and monitoring of our performance will be carried out and reported in our annual reports.

**A: OUR COMMITMENTS**

We commit ourselves to:

1. Create meaningful win-win partnerships with our stakeholders and customers.
2. Ensure quality and timely service delivery to our customers / suppliers / clients.
3. Attend to our customers / clients promptly.
4. Communicate with the customers courteously, positively, honestly, and genuinely.
5. Amicably resolve customer complaints and respond effectively to their queries and dissatisfaction by our services.
6. Meet and exceed our clients’/stakeholders’ expectations.
7. Be free, fair, and transparent in all our practices and to all.

**B: CUSTOMER RELATIONS MANAGEMENT**

EAGOL customer care will among other issues coordinate orders, expedite supplier payments, answer customer / supplier queries, and handle customer complaints.

**1. Service commitment**

Our commitment to excellence is underpinned by observing and upholding our core values, namely, professionalism, reliability, consistency, fairness, integrity, and team work to Eagol ideals. In all endeavours, this commitment is critical to achieving the departmental plans, in particular and the overall strategic goals of Eagol in general.

**2. We aim to:**

1. Increase customer / supplier satisfaction in service delivery, on-time payment and response to complaints.
2. Build lasting win-win partnerships.

**3. Service standards**

We endeavour to provide first class service in all our business processes in order to deliver optimal value to all our customers. Specific areas of performance are outlined below:

1. **Information** - timely and accurate information.
2. **Impartiality** - objectivity in sourcing of our suppliers and service providers.
3. **Courtesy** - courteous, considerate, and non-discriminatory treatment.
4. **Identification** - customers / suppliers / service providers have the right to demand official identification of our staff.
5. **Responsiveness** - telephone calls are responded to on the third ring, while emails, letters or faxes are responded to within reasonable time not exceeding 48 hours from the date of receipt of communication.
6. **Accessibility** - daily hours of operation are 8:00 am to 5:00 pm Monday to Friday, Saturday from 9.00 am to 12 noon with the exception of approved public holidays. There is a one-hour lunch break between 1:00pm to 2:00 pm. Working hours may be adjusted due to work schedules, system / power outages, emergency situations or disaster.
7. **Compliance** - compliance to laid down guidelines, rules and regulations may be spelt out.

**4. Delivery delays**

Late deliveries for goods or services contracted by Eagol will automatically expire after 30 calendar days from the Order issue unless otherwise varied.

**5. What to expect from us**

Our Services will be offered as detailed below:

|  |  |
| --- | --- |
| Products | To deliver quality products |
| Service at our Stations | To serve our customers within the shortest time possible |
| Cleanliness of our Stations | To ensure our stations and all facilities are kept clean and user friendly |
| Service to bulk customers | To serve our bulk customers within 2 working days of receiving their order |
| Payment to Suppliers | To pay all our suppliers within 30 days of receiving invoices and all corresponding documents |

**C: CUSTOMER COMPLAINTS**

We believe that the best way to solve a complaint and to achieve customer satisfaction is to deal with the issue at the point of initial contact.

Initial complaints should be addressed to the office that dealt with you originally.

We will issue a full response to your complaint within seven (7) working days of receiving it, and if it is delayed, we will inform you why, and let you know when you can expect a full response.

In case of non-response or inadequate response, you may then lodge an appeal with:

**The Customer service,**

**P.O Box 37952**

**00100-Nairobi, Kenya**  
Tel: +254(0)716776600  
  
Email: customerservice@eastafricangasoil.com

In case your complaint is not adequately addressed by the customer, the appeal should be lodged with:

**The Chief Executive Officer**  
P.O. Box 37952  
00100-Nairobi, Kenya  
Tel: +254 (0) 716 776600  
Email: [customerservice@eastafricangasoil.com](mailto:customerservice@eastafricangasoil.com)

**D: PERSONAL VISITS TO OUR OFFICES**

We will always welcome our valued customers / clients to a tidy, clean, and friendly environment and always give them a quick and efficient service.

1. When you visit our offices expect a prompt, polite and courteous staff who will ask you how we can help you.
2. If you visit us without an appointment, we will try to see you within 15 minutes in emergency cases.
3. If you have an appointment, we aim to see you within 15 minutes of your appointed time.
4. We will be clear and helpful in our dealing with you, giving you reasons for our decisions.

**E: ADDITIONAL COURTESIES**

Eagol will:

1. Treat you in a professional and respectful manner in all our dealings with you.
2. Treat you fairly and impartially, irrespective of your religious beliefs, gender, political opinion, race, age, marital status, or any other factor.
3. Have staff who are fully trained to carry out their duties effectively and efficiently.
4. Ensure appropriate confidentiality in all our dealings.
5. Ensure accuracy and quality in the delivery of our services.
6. Consult customers regularly and take account of their comments through surveys.
7. Aim to continuously improve our services for the benefit of our customers.
8. All staff will have email signatures for easy and timely communication.
9. The Charter will be accessible to all in our Eagol website - www.eastafricangasoil.com.

**F: CUSTOMERS’ RIGHTS**

As our client you have the right to:

1. **Information** - it’s your right to request for complete, accurate and timely information on our services.
2. **Services** - you have the right to require quality services in a timely manner, have access to our facilities and information without offering inducements by way of gifts and other offers to staff, or to solicit the same in return for services.
3. **Review and enquires** - you have the right to review our procedures and make appeals where necessary as well as make enquiries at any time regarding our tendering systems, payments etc.
4. **Courtesy** - it’s your right to be treated politely and with courtesy.
5. **Identification** - you have the right to request for identity of the officer serving you.
6. **Payments** - you have the right to demand your payments for your goods delivered or services rendered in accordance with terms of agreements.
7. **Lodge complaints** - it’s your right to file a complaint in writing by regular mail, fax, phone call or email regarding our services.

**How Can You Help?**

You can help us to serve you better by:

1. Ensuring you are acquainted with our service charter.
2. Providing necessary information and relevant documents when seeking services, making an inquiry or complaints as may be required.
3. Referring to previous correspondences to help us respond to you promptly.
4. Observing and respecting our procedures, rules, and regulations.
5. Being courteous and respective to Eagol staff assisting you.
6. Providing feedback on the quality of our services to challenge us to improve our service delivery.

**G: WE VALUE YOUR FEEDBACK**

We shall aim 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.

If you have any suggestions / remarks / comments about our service, we encourage you to complete a questionnaire that is available on our website and at Eagol Reception for this purpose, which can be deposited in our suggestion box at Eagol Reception or send by email to customerservice@eastafricangasoil.com

**H: CUSTOMER RESPONSIBILITY**

Clients are obliged to:

1. Treat staff with courtesy and respect.
2. Attend scheduled meetings punctually.
3. Provide accurate and timely information to facilitate proper provision of services.
4. Abide by any legal requirements and other obligations that customers are to meet in order to be eligible for payments or services sought.
5. Access Eagol premises in accordance with Eagol requirements.

**I: INFORMATION ON EAGOL**

You can access information on Eagol Services and activities online through our website: www.eastafricangasoil.com or through Eagol Customer Service office.

**J: REVIEW OF THE CHARTER**

We will review our Customer Service Charter each year in order to keep up with the evolving socio-economic and technological environment.