



REPUBLIC OF KENYA

KENYA HIGH COMMISSION NEW DELHI-INDIA





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FOREWORD



*Amb. Willy K. Bett, EGH
High Commissioner
Kenya High Commission
New Delhi*

The last edition of the Missions Service Charter was published in 2018. Over the intervening period the structure and functions of the Mission have evolved thus necessitating this review. The revised Service Charter incorporates the experiences learnt over the period and feedback from our customers, with a view to continuously improve their interaction with the Mission.

This service Charter takes into consideration the objectives set out in the Mission's Strategic Plan 2018/2019 -2022/23, The Ministry's Strategic Plan for the same period, Kenya's Foreign Policy, Kenya Vision 2030, the Big Four Agenda and the Constitution of Kenya.

This service Charter has been developed in line with the Current Government of Kenya policy aimed at promoting Public



participation and stakeholder engagement for purposes of ensuring services provided by public entities are aligned with the needs of the public. It also aims at providing service standards expected from the High Commission and a mechanism for redress where the services have not met set standards.

All Customers and Stakeholders are encouraged to provide feedback on the quality, efficiency and effectiveness of the services provided. This will inform decision making and provide the Mission with critical input into improving service delivery and responsiveness.

*Amb. Willy K. Bett, EGH
New Delhi 2021*



2. INTRODUCTION

Kenya High Commission in New Delhi was established in 1969. Apart from India, the Mission is accredited to the People's Republic of Bangladesh, Republic of Singapore and the Democratic Socialist Republic of Sri Lanka. The Mission was established to Protect and Promote Kenya's national interests in India and countries of accreditation through deepening the existing diplomatic ties as well as enhancing political, economic, security, cultural and consular relations.

Since its inception, the Mission has played a critical role in advancing Kenya's interests in the region. Kenya and India signed the First JTC in 1983 and there have since been 9 JTC's since then. The latest India-Kenya Joint Trade Commission was held in New Delhi in 2019. Under this framework, a number of MOUs and/or Bilateral agreements of mutual benefit to both countries have been signed resulting in multisectoral cooperation ranging from Agriculture, Trade, Security, renewable energy, Urban and Housing, Petroleum and Natural Gas, Civil Aviation, Standards as well as Training and Scholarships. In pursuit of these, there have been exchanges and visits between Kenya and India as well as countries of accreditation at the State and Official levels as well as from the private Sector.

The Mission has aligned her goals, expectations, values and functions to the needs of the client. This is aimed at ensuring that customers' needs are not only met but exceeded. As the link between Kenya and the countries of accreditation, the Mission commits to these high standards of performance in the discharge of her mandate.

3. RATIONALE

This charter sets out clearly the Mandate of the Mission, its Vision Mission and Core functions and services. Its intended to sensitize our stakeholders on the services provided and customer expectations and obligations in their interaction with the Mission.

4. MANDATE

The Mandate of the Mission is to promote and protect Kenya's interests in



India and Countries of accreditation. This includes fostering friendly relations with partner countries in our area of responsibility; facilitating the realisation of Kenya's development objectives as highlighted in the Big Four Agenda through development partnerships, trade and investment; ensuring representation in multilateral organisations headquartered in India; promoting the welfare and interest of the Kenyan Diaspora and projecting the image and prestige of Kenya in the region.

3. Vision

A value based Diplomatic Mission effectively promoting Kenya's national interests.

4. Mission

To project, promote and protect Kenya's interests and image in India and countries of accreditation through innovative and effective diplomatic engagement.

7. Core values

Patriotism: Our Staff shall exercise loyalty and uphold allegiance to the Republic of Kenya at all times

Customer Focus: We shall treat our stakeholders with courtesy respect and promptness

Professionalism: Our staff shall exercise high level of professional competence and confidentiality in all their work

Equity and Fairness: We shall promote justice impartiality and diversity in all our dealings

Team Spirit: We shall promote teamwork to enhance service delivery and inculcate shared and collective responsibility in executing our mandate

Ethics and Integrity: We will embrace transparency and accountability in all operations of the mission

8. Core Functions

- Implementation of Kenya's Foreign Policy;
- Promote collaboration on Peace and Security issues



- Promoting and enhancing bilateral relations between Kenya, India, Bangladesh, Sri Lanka and Singapore.
- Promoting peace and security initiatives;
- Coordination with the Ministry headquarters, other Missions abroad and other Government of Kenya Ministries and Departments;
- Enhancing market access of Kenyan products into India and countries of accreditation;
- Promotion of foreign direct investment to Kenya;
- Promotion of Kenya as a viable investment destination;
- Promotion of Kenya as a premium tourist and conference destination;
- Provision of consular services;
- Coordination of Kenyan Diaspora;
- Provision of protocol services
- Promote cooperation in training, capacity building and scientific / technological transfer

9. Our Customers

- The Ministry of Foreign Affairs, Nairobi;
- The Mission staff;
- Ministries, Departments, Agencies and other Institutions in Kenya;
- The Kenyan Parliament;
- Embassies and Non-Governmental Organizations accredited to India, Bangladesh, Sri Lanka, Singapore and international organizations based in India (AARDO, AALCO, ISA, IORA)
- The private sector in Kenya;
- The private sector, business community and investors in India, Bangladesh, Sri Lanka and Singapore;
- Kenyan students in India;
- Kenyan professionals in India, Singapore, Bangladesh and Sri Lanka
- Kenyans visiting India on medical Tourism
- Kenyans of Indian origin resident in India.
- The Ministry of External Affairs, Other Government Ministries & Departments.
- Foreign Ministries & Government Agencies of Sri Lanka,



Bangladesh & Singapore.

10. Our Services

10.1 To the Government of Kenya

- Primary interface with the Governments of India, Bangladesh, Sri Lanka and Singapore
- Identifying potential areas for cooperation and establishing necessary contacts and mechanisms.
- Facilitate high level visits including protocol and setting up appointments with the relevant authorities in India and countries of accreditation
- Facilitation of trade and investment missions
- Coordination and follow up of all Bilateral agreements and MOUs signed between Kenya and countries of accreditation
- Promotion of Kenya's candidatures to international and regional organisations
- Analysis and reporting on regional and country specific developments
- Coordinate the work of appointed Consul Generals in the countries of concurrent accreditation to support the Kenyan resident community and commercial relations

10.2 To the Host Government

- Primary interface and liaison with the government of Kenya
- Facilitate high level visits to Kenya
- Provision of information on Kenya
- Facilitate trade, investment and other delegations to Kenya

10.3 To Kenyan Nationals

- Provision of Consular services



- Provide information on Trade and investment opportunities in India and Countries of accreditation
- Facilitation of Trade and Investment missions
- Updates on Political and security situation as well as COVID-19 related Protocols in India and Counties of accreditation
- Management and response to diaspora issues in India and countries of accreditation
- Information on educational and training opportunities in India and Countries of accreditation

10.4 To Indian Nationals

- Information on trade and investment opportunities in Kenya
- Travel and visa information
- Provide updates on Covid-19 Specific Protocols in Kenya

11. Service Standards

Kenya High Commission is fully committed to providing the highest service standards to our customers. We commit to the following Principles:

- We will identify ourselves clearly when speaking to you
- We will respond to your enquiries promptly
- We will inform you clearly about the inquiries which are beyond our mandate and refer you/the query to the appropriate agency/department
- We will treat all customers with respect, courtesy and maintain a professional demeanor in all interactions
- We will maintain confidential what needs to be confidential
- We will specify clearly the extend of assistance we can offer and the cost required if any
- We will maintain a user friendly and updated mission website

12. Responsiveness

We will endeavour to:

- Deal with all enquiries and requests quickly, promptly and effectively



- Answer your phone calls with courtesy
- Attend to all visitors quickly
- Respond to your letters, faxes and emails within five working days for straight forward issues and within 14 days for more complex ones
- Notify you of meetings in good time
- Make timely payments for goods and services supplied to the High Commission for which accurate documentation is available
- Always seek to improve the quality and responsiveness to our customers through regular review of the way we offer our services and adapting innovative ways of service delivery.
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13. Customer Obligations

We expect our customers to:

- Provide accurate, timely information and requisite documentation to facilitate prompt action
- Treat the staff courteously and with respect
- Observe the laid down procedures, rules and regulations
- Make payments in full (where required) using the prescribed mode, in this case bank drafts. Cash payments are not acceptable
- Observe time and honor appointments as scheduled.
- Give honest feedback on services standards, provide suggestions on areas of improvement or additional services required.



2. Feedback

The High Commission welcomes and values feedback and any suggestions intended to improve and maintain the Missions service delivery standards. Enquiries, comments, and suggestions can be submitted through the Missions feedback form on the Mission website, through email (info@kenyahicom-delhi.com), letter or telephone. There are also customer feedback forms available at the Reception Desk.

15. Review of the Charter

The service charter will be reviewed after every three(3) years or as need arises. The reviews will take into consideration new developments, the lessons learnt and customer feedback.

16. Access to the Commission

The high Commission is open for five days a week as follows:

Monday to Friday
9.00 am to 1.00 pm
2.00 pm to 5.00 pm

16.1 Visiting Hours- Monday to Friday

9.30 am to 12.30 pm
2.30 pm to 3.30 pm

*All visitors are encouraged to make appointments prior to visiting the Mission

16.2 Closure

The High Commission will be closed on all Public Holidays observed in Kenya and India as well as on weekends (Saturday and Sunday)

16.3 CONTACT US

Kenya High Commission is located at the following address:

Kenya High Commission, New Delhi

A15/14 Vasant Vihar

New Delhi-110057 INDIA



Telephone: +91-11-26146537/8/40
Fax : +91-11-26146550
Email : info@kenyahicom-delhi.com.
Website: www.kemyahicom-delhi.in

16.4 Embassy Sections

The embassy has the following functional Sections:

Visa

visa@kenyahicom-delhi.com.

Education

elimu@kenyahicom-delhi.com.

Finance

finance@kenyahicom-delhi.com

Defence

ulinzi@kenyahicom-delhi.com

16.5 Other Contacts

Kenya Consulate Mumbai

Mr. R.A Goenka, Hon. Consul
73, Maker Chambers VI, 7th Floor Nariman Point,
Mumbai-400021
Tel. +942222029130/9022 | Fax. +91 22 2285032
E Mail: kenyaconsulate@hotmail.com.

Kenya Consulate Singapore

Mr. Neal Chandaria, Hon. Consul
Consulate of the Republic of Kenya, 312A Tanglin Road
#01-01, Singapore-247982
Tel. + 6562205056 | Fax. + 6562355690
Email: info@kenyaconsulate.sg



Kenya Consulate-Bangladesh

Rana Shafiullah

Union Center

68/1 Gulshan Avenue, Gulshan-1, Dhaka-1212, Bangladesh

Tel : 88-02-9885771-4 | Fax : 88-02-9883072

Email: rana@uniongroup-bd.com

Kenya Consulate- Kolkata

Mr Pranay Poddar - Honorary Consul

Honorary Consulate of Kenya in Kolkata, India - 8/1

Russa Road East 1 St Lane - Kolkata 700033 - India

Telephone: (+91) 9830201220 & (+91) 91334001640

E-mail: kenyaconsulkolkata@yahoo.com



17. SERVICE DELIVERY MATRIX

Type of Service	Time/Period	Remarks
Response to correspondences from headquarters	Within the given deadlines	As per the regulations
Response to letters emails and other written correspondences	Within 3 working days	Upon Receipt of letter/email
Answering telephone calls	Within 5 seconds of ringing	During official Working Hours
Response to complaints	Within 48 hours	If within the docket of the Mission
Acknowledgement of receipt of letters and other correspondences	Within 5 days	From time of Receipt
Thank you letters	Within 3 Days	From time of service rendered
Invitations	At least 2 weeks in advance	Before the date of actual event/function
Emergency Consular Services	On request	Case by case
Acceptance of applications for Passports, Police Clearance, Birth Certificate, Voluntary Renunciation of Kenyan citizenship, and certificate of no impediment to marriage	Immediately	Subject to all the documents being provided
Online processing of Visas	2 Days	From receipt of application
Forwarding of applications for Passports, Police Clearance certificates, Voluntary Renunciation of Kenyan citizenship, Certificate of no impediment to marriage and duplicate birth/death certificates	Once a week	Subject to provision of required documents
Enquiries on Services rendered	2 Days	On first come first served basis
Online Processing of Category 3 Visas	6 weeks	Approval in Nairobi
Online Processing of Multiple Journey visas of all categories	6 weeks	Approval in Nairobi
Processing of Passports	2 Months	Approval in Nairobi
Police Clearance citizenship	2 Months	Approval in Nairobi
Voluntary Renunciation of Kenyan Citizenship	3 Months	Approval in Nairobi



Type of Service	Time/Period	Remarks
Declaration of dual citizenship	3 Months	Approval in Nairobi
Forwarding documents and passports to applicants upon receipt from Nairobi	1 Day	Once the documents are received in the section
Issuance of Emergency Travel Certificates	1 Day	Subject to production of all requisite documents
NOC for Organ transplant (kidney, lungs, Liver and Heart)	1 Day	Subject to production of all requisite documents
NOC for burial /cremation in India or transportation of mortal remains to Kenya	1 Day	Subject to production of all requisite documents
Attestation of Kenyan documents for donation of Organ Transplant	1 Day	Subject to production of all requisite documents
Attestation of Kenyan documents of identity	1 Day	Subject to production of all requisite documents
Attestation of documents of Commercial Value	2 days	Subject to production of all requisite documents

18. Appendices

Customer Satisfaction Survey Questionnaire

KENYA HIGH COMMISSION

A-15/14, Vasant Vihar, New Delhi-110057, INDIA

Website : www.kenyahicom-delhi.com

E-mail : visa@kenyahicom-delhi.com

Tel (Office) +91 (0)11 2614 6537/38/40