



REPUBLIC OF KENYA

KENYA HIGH COMMISSION NEW DELHI, INDIA



SERVICE CHARTER 2024



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FOREWORD



AMB. Peter Munyiri Maina, O.G.W.

High Commissioner
Kenya High Commission
New Delhi

The Service Charter 2024 is our 4th edition. 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, the key priority areas of engagement and feedback of 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 2024-2027, the Ministry of Foreign and Diaspora Affairs Strategic Plan for the period, Kenya's Foreign Policy, Kenya Vision 2030, the Bottom-Up Economic Transformation Agenda (BETA) and the Constitution of Kenya.

The charter seeks to sustain and enhance the excellent political goodwill and diplomatic relations with India and countries of accreditation, explore new areas of collaboration and partnership and continue to expand Kenya's diplomatic footprint in the region.

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

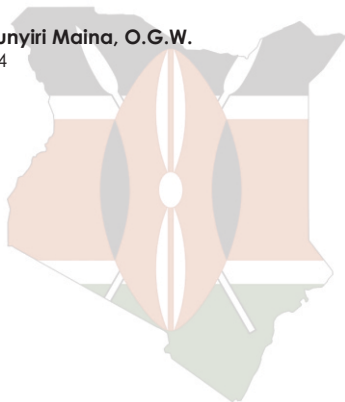


stakeholder engagement for purposes of ensuring services provided by public entities are aligned with the needs of the public. It also aims at providing service standards expected from the High Commission and a mechanism for redress where the services have not met expected standards.

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. Peter Munyiri Maina, O.G.W.

New Delhi, 2024





2. Introduction

The Kenya High Commission in New Delhi was established in 1969. The Mission is accredited to five other countries in the region namely: The People's Republic of Bangladesh, the Democratic Socialist Republic of Sri Lanka, Maldives, Bhutan, and Nepal.

Kenya High Commission New Delhi plays a critical role in advancing Kenya's interest in India, and countries of accreditation. The mission objective is to enhance diplomatic engagements between the Republic of Kenya and the Government of India and the five countries of accreditation with the aim of deepening Kenya's diplomatic presence in the region and fostering increased bilateral cooperation in the region and multilateral cooperation.

Kenya seeks to promote peace, security and stability, promote economic cooperation, trade and investment, promote and safeguarding Kenya's interests, enhance diaspora engagement and consular services, strengthen public diplomacy and stakeholder engagement while enhancing policy, institutional capacity and performance management, and improving the Mission's overall service delivery and its visibility in India and countries of accreditation. At the international forum, the mission seeks to collaborate with India and countries of accreditation on climate change initiatives, under the African Indian Climate Change partnership in order to promote climate resilient agriculture, forestry and water management practices through a coordinated implementation mechanism.

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. Kenya-India 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 multi-sectoral 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 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. It's 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 areas of responsibility; facilitating the realization of Kenya's development objectives as highlighted in the Bottom up Economic Agenda through development partnerships, trade and investment; lobbying for Kenya's candidature and representation in multilateral organizations headquartered in India; promoting and protecting the welfare and interest of the Kenyan Diaspora and projecting the image and prestige of Kenya in the region.



5. Vision

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

6. 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 at the mission.

8. Core Functions

- Implementation of Kenya's Foreign Policy;
- Promote collaboration on Peace and Security issues
- Promoting peace and security initiatives;
- Promoting and enhancing bilateral relations with India, Bangladesh, Sri Lanka, Maldives, Nepal and Bhutan;



- 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 & Diaspora 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, Maldives, Nepal and Bhutan; 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, Maldives, Nepal and Bhutan;
- Kenyan students in India;
- Kenyans professionals in India, Bangladesh, Sri Lanka, Maldives, Nepal and Bhutan;
- Kenyans visiting India on medical Tourism;
- Kenya of Indian origin resident in India.



10. Our Services

10.1 To the Government of Kenya

- Primary interface with the Governments of India, Bangladesh, Sri Lanka, Maldives, Nepal and Bhutan;
- 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
- 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 Tourism, trade and investment opportunities in Kenya
- Travel and visa information

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 endeavor 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.

Quality Policy statement

The High Commission, is committed to excellence and quality in all facets of our operations. We pledge to uphold the highest standards of professionalism, integrity, and efficiency in our diplomatic endeavors, including excellent services to the clients.

We are dedicated to:

1. Delivering timely and accurate diplomatic services that promote Kenya's interests and strengthen diplomatic relations.
2. Providing effective support and assistance to Kenyan nationals living in India and countries of accreditation, ensuring their welfare and protection.
3. Fostering collaboration and partnerships with India, countries of accreditation and international organizations to address global challenges and opportunities.
4. Embracing innovation and continuous improvement in our processes to enhance service delivery and responsiveness.
5. Ensuring transparency, accountability, and ethical conduct in all our interactions and decision-making processes.

Through these commitments, we strive to build trust, inspire confidence, and make meaningful contributions to Kenya's standing in the region and the well-being of our Diaspora.



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.

14. 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 Kenya High Commission

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

Monday to Friday

9.00 am to 12.30 am

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 CONTACTUS

Kenya High Commission is located at the following address:

Kenya High Commission, New Delhi

A15/14 Vasant Vihar

New Delhi-110057

INDIA

Telephone: +91-11-49518050

Email: info@kenyahicom-delhi.com.

Website: www.kenyahicom-delhi.in

16.4 Embassy Consular Services

- Issuance of Passport services
- Issuance of Visa
- Registration of Kenyan Nationals in India and Countries of accreditation
- Attestation of official document
- Process of duplicate birth certificates for Kenya children born in India and countries of accreditation
- Processing of death certificates of Kenyans
- Processing of no Impediment to Marriage Certificate
- Processing documents for Kenyans coming to India for Organ Transplant.
- Issuance of No Objection for repatriation of bodies of Kenyans from India and Countries of Accreditation.

Contact:

visa@kenyahicom-delhi.com.

16.5 Other Contacts**Kenya Honorary Consul MUMBAI**

Mr. R.A. Goenka, Hon. Consul
73, Maker Chambers VI, 7th Floor
Nariman Point, Mumbai-400021
Tel. +942222029130/9022
Email: Kenyaconsulate@hotmail.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

Kenya Consulate-Bangladesh

Rana Shafiullah
Union Center
68/1 Gulshan Avenue, Gulshan-1,
Dhaka-1212, Bangladesh
Tel : 88-02-9885771-4
Email: rana@uniongroup-bd.com



17. SERVICE DELIVERY MATRIX

Type of Service	Time/Period	Remarks
Response to headquarters	Within the given deadline	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	From time of Receipt
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	Immediately	Case by case
Acceptance of applications for Passports, Police Clearance, Renunciation of citizens	Immediately	Subject to all the documents being attached
Online processing of Visas	1 Day	From receipt of application
Forwarding of applications for referred Visas, Multiple Entry Journey Visas, Passports, Police Clearance, Renunciation of citizenship	Within 24 working hours	Subject to fulfillment of Visa requirements
Enquiries on Services rendered	Immediately	On first come first served basis
Processing of Category 3 Visas	6 weeks	Approval given in Nairobi
Processing of Multiple Journey visas of all categories	6 weeks	Approval given in Nairobi
Processing of Passports	2 Months	Approval given in Nairobi
Police Clearance	2 Months	Approval given in Nairobi
Renunciation of Dual Citizenship	3 Months	Approval given in Nairobi
Declaration of dual citizenship	3 Months	Approval given in Nairobi
Intimation of applicants for category 3 visas, Multiple Journey entry Visas, & Renunciation of citizenship upon receipt of approval from Nairobi	One Day	One day from the time the documents are received
Issue of Emergency Travel Certificates	Same Day	Subject to production of all requisite documents



Type of Service	Time/Period	Remarks
NOC for Live Human Organ donation	One Hour	Subject to production of all requisite documents
NOC for burial in India or Transportation of mortal remains to Kenya	One Hour	Subject to production of all requisite documents
Attestation of Kenyan Documents for Donation of Live Human Organ	One Hour	Subject to production of all requisite documents
Attestation of Kenyan documents of identity	One Day	Subject to production of all requisite documents
Attestation of documents of Commercial Value	Two days	Subject to production of all requisite documents

18. Appendices

Customer Satisfaction Survey Questionnaire



Kenya High Commission is located
at the following address:

Kenya High Commission, New Delhi

A15/14 Vasant Vihar, New Delhi-110057, INDIA

Telephone: +91-11-4918050

Email: info@kenyahicom-delhi.com

Website: www.kenyahicom-delhi.in

<https://www.kenyahighcommission.in/>