



EMBASSY OF THE REPUBLIC OF KENYA TO THE KINGDOM OF THE NETHERLANDS

MISSION SERVICE DELIVERY CHARTER, 2019

FORWARD

I have the privilege and honour to present this Service Charter which spells out the mandate and core functions of the Embassy of the Republic of Kenya to The Kingdom of the Netherlands.

The Mission aims to work proactively towards 'turning global challenges into opportunities through innovative diplomacy'. Kenya's Vision 2030 is one way of attaining this type of diplomacy and as such it is our prerogative to fully seize these opportunities in the host countries.

I believe this service charter provides the necessary framework for us to achieve effective diplomatic engagement with our key stakeholders that fosters peace, security and prosperity for our national interest.

**H.E. LAWRENCE LENAYAPA
AMBASSADOR**

1. PREAMBLE

The Embassy of the Republic of Kenya to the Kingdom of The Netherlands and accredited to The Czech Republic was opened in 1985. It is situated at Nieuwe Parklaan 21, in the City of The Hague and has both bilateral and multilateral accreditation.

The Embassy's responsibility is to promote and strengthen the relations between Kenya and the two countries of accreditation, namely, The Royal Kingdom of The Netherlands, and the Czech Republic, as well as to articulate Kenya's interests within the international organisations in the host country. Through this Charter, the Embassy makes a commitment to the provision of efficient and excellent service.



Further, the Embassy ensures that Kenya's national interests and priorities are articulated at international organisations. It guides the choice of positions taken by Kenya at the United Nations and other international forums by working closely with other countries especially within the African Union, Non-Aligned Movement, and G-77 and China.

2. OUR MANDATE

To project, promote, protect and articulate Kenya's interests in the countries of accreditation and amongst the international organisations based in the host country.

3. OUR VISION

A responsive World Class Mission embracing effective diplomacy through a strengthened rule based multilateral and bilateral system.

4. OUR MISSION

To advance and safeguard Kenya's strategic interests in support of sustainable growth and development through effective diplomatic engagement at the bilateral and multilateral framework

5. OBEJECTIVES OF THE MISSION

The main objectives of the Mission are to;

- Promote and project Kenya's image and interest in the countries of accreditation and amongst the international organisations based in the host country.
- Promote international cooperation and multilateralism
- Enhance partnership with the Kenyan Diaspora in the countries of accreditation



- Foster strategic and friendly bilateral relations in the countries of accreditation
- Enhance economic, technical, educational and socio-cultural cooperation

6. OUR CORE VALUES

We are guided by the following Core Values;

- Patriotism
- Responsiveness
- Dignity
- Dynamism
- Team spirit
- Professionalism
- Discipline
- Integrity
- Honesty
- Equity
- Respect
- Accountability and Transparency
- Commitment

7. OUR CORE FUNCTIONS

- Protection of Kenya's interests in the countries of accreditation and international organisations
- Promoting economic, tourism, trade and bilateral matters
- Safeguarding interests of Kenyans in the countries of accreditation
- Consular services
- Protocol matters

8. OUR CUSTOMERS

- The people and Government of Kenya
- The Government and people of the host countries
- International organisations based in the countries of accreditation



- Kenyans living in the countries of accreditation.
- Companies, Non-Governmental Organisations and individual persons both in the countries of accreditation and in Kenya
- Foreign Missions and international organisations based in the countries of accreditation

9. OUR SERVICES

No.	Service/Good	Requirements to obtain service/good	Cost of service/good	Timeline
1.	Application for new Kenya Passports (for children)	Duly filled Passport Application Form (filled online), proof of payment (invoice), Birth Certificate, Parents' Passports, Proof of Residence, 3 Photos	Paid online	2 – 8 weeks
2.	Application for Replacement of Kenya Passports	Duly filled passport	Paid online	6 – 8 weeks
3.	Issuance of Emergency Certificates	Proof of Kenyan Citizenship, 2 Photos	20 euros	
4.	Application to Regain Citizenship	Duly filled Application form, Proof of the lost Kenya Citizenship status	50 euros	6 – 8 weeks
5.	Application to Declare Dual Citizenship	Duly filled Application form, proof/evidence of the Dual Citizenship status	Gratis	6 – 8 weeks



6.	Application to Renounce Kenyan Citizenship	Duly filled Application form, Naturalization Certificate, Kenya passport, Kenyan ID	200 euros	6 -8 weeks
7.	Issuance of visas to Tourists – Online applications	Applications to be made online on evisa.go.ke	Paid online	2 – 10 days
8.	Issuance of Diplomatic and Courtesy Visas	Duly filled Visa Application Form, Photo, Note Verbale	Gratis	<1 day
9.	Application for Referred Visas (Multiple Journey Visas and holders of Travel Documents)	2 dully filled Visa Application Forms, 2 Photos, copies of Applicant's Passport, Letter by the Applicant, letter by the host, proof of their existence (eg ID card, passport, Certificate of Registration or Incorporation etc)	10 euros	6 - 8 weeks
10.	Application for East African Tourist visas	Duly filled Application form for East African Tourist Visa, Photo, Return Air Ticket, Valid passport	80 euros	<1 day
11.	Application for Birth Certificates (Duplicate)	Duly filled search Form, Copy of Passport, Proof of Residence, Copy of Birth Certificate	10 euros	6 – 8 weeks



12.	Application for Certificate of Good Conduct	A set of Finger Prints taken at the Embassy, Photo, Proof of having been in Kenya for at least six months, Certified copies of identification documents	10 euros	6 – 8 weeks
13.	Application for Certificate of No Impediment to Marriage	Duly filled Application form, Letter of intent, Certified copies of identification documents	100 euros	6 - 8 weeks
14.	Issuance of Pet Permits	Valid Pet's passport, Requisite vaccination certificates	30 euros	<1 day
15.	Authentication of official documents	Original Documents	Gratis	<1 day
16.	Legalization of Dutch Documents	Original documents and copies, Legalization by Ministry of Foreign Affairs	50 euros	<1 day
17.	Legalization of Kenyan Documents	Original document and copies	20 euros	<1 day
18.	Provide information about trade and investment in Kenya	Receipt of the question through any medium of communication	Gratis	Asap
19.	Respond to General inquiries	Receipt of the question through any medium of communication	Gratis	Asap
20.				



10. WE FACILITATE

- Various events that enhance Kenya's economic diplomacy – trade and tourism and other relevant economic fairs
- The dissemination of information on Government policies and programmes
- Assist Kenyans in distress
- Assist students and provide relevant consular services
- Official visit of host countries delegations to Kenya and other types of visits to Kenya
- Non-Governmental Organizations from host countries with essential information on sectors that need support

- Links with relevant multilateral organizations and Government agencies of the host countries with Kenyan Ministries and National Focal agencies

11. CUSTOMER OBLIGATIONS

To help us provide you with quality service, we need you to:-

- Be punctual at all times of appointment;
- Exercise integrity and commitment to work ethics;
- Treat staff with respect and courtesy;
- Be open minded and sincere in your engagements
- Respect the rules and regulations of the Embassy
- Be accurate and responsible at all times

12. COMPLAINTS, FEEDBACK AND SUGGESTIONS

The Embassy appreciates complaints, feedback and suggestions as they provide a platform for making improvements and solid contributions to our Vision and Mission.

13. Official working hours:

Summer: Monday – Friday: 0900hrs – 1300hrs / 1400hrs – 1700hrs



Winter: Monday – Friday: 0900hrs – 1300hrs / 1400hrs – 1600hrs

14. CONTACTS:

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2597 LA The Hague

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15. REVIEW OF CHARTER

The Charter will be reviewed periodically in consultation with the Mission's clients, customers and stakeholders in order to ensure conformity with their changing needs and expectations