



EMBASSY OF THE REPUBLIC OF KENYA, THE HAGUE

SERVICE CHARTER



2021 EDITION

FORWARD

It is our pleasure and honour to present the Service Charter of the Embassy of the Republic of Kenya in The Hague to our clients and stakeholders.

The Mission strives to enhance and strengthen Kenya's bilateral diplomatic engagement with the Kingdom of the Netherlands and the Czech Republic on the one hand, and at the multilateral level with the International Organisations in The Hague, to which Kenya is a State Party, namely: The Organisation for Prohibition of Chemical Weapons, The International Criminal Court, The International Court of Justice, The Permanent Court of Arbitration and the Common Fund for Commodities. To achieve this, the Service Charter spells out the mandate and core functions of the Mission, and serves as a guide to the achievement of Kenya's strategic interests as envisioned in the country's development agenda, particularly of Vision 2030, Medium Term Plans and the "Big Four" Agenda.

The Mission is committed to efficient and effective service delivery, and looks forward to working with all the relevant stakeholders to ensure successful implementation of our mandate. Through the Service Charter, we provide our contacts and encourage regular feedback from our clientele to enable the Mission continuously improve on service delivery.

H.E Lawrence N. Lenayapa, CBS
Ambassador

1. Preamble

The Mission was established in 1985. The Mission is also accredited to the Czech Republic and the International Organizations in The Hague. The relationship between Kenya and the countries of accreditation as well as the International Organizations continues to be strengthened as we pursue bilateral and multilateral issues of mutual interest.

This Service Charter provides an overview of the mandate, functions, key objectives and strategic engagements in advancing Kenya's Foreign Policy in The Netherlands, Czech Republic and International Organizations based in The Hague.

2. Mandate

To project, promote, protect and articulate Kenya's interests in The Kingdom of the Netherlands and the Czech Republic and amongst international organisations based in the host country.

3. Vision Statement

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

4. Mission Statement

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. Core Values

In discharging our duties, the Mission is guided by the following core values:

- Customer Focus
- Patriotism
- Team Spirit
- Professionalism
- Ethics and Integrity
- Equity and Fairness

6. Core Functions

- Strengthen the bilateral relations between Kenya and the countries of accreditation
- Promote Kenya's values and interests

- Promote Kenya as a viable trade, investment and tourism destination
- Promote cultural interaction
- Provide consular services
- Engage and facilitate the Kenya Diaspora to participate in political, economic and social development of Kenya
- Strengthen and enhance the existing relations and engagement with the International Organizations based in The Hague namely;
 - i. Organization for Prohibition of Chemical Weapons (OPCW)
 - ii. International Criminal Court (ICC)
 - iii. International Court of Justice (ICJ)
 - iv. Permanent Court of Arbitration (PCA)
 - v. Common Fund for Commodities (CFC)

7. Clients and Stakeholders

- The Government and the people of the Republic Kenya
- The Government and the people of the countries of accreditation
- Diplomatic Missions in the countries of accreditation
- The Kenya Diaspora
- The International Organizations in The Hague
- The private sector and civil society in the countries of accreditation
- Tourists and visitors to Kenya
- Investors and business community

8. Services

The Mission provides the following services:

- Promotion of cordial relations with the Governments of the countries of accreditation, and the International Organizations through enhanced diplomatic engagement;
- Provision of information on various sectors in Kenya including trade, investment opportunities, health, education, employment, culture and travel;
- Provision of advice to the Kenya Diaspora including students within the countries of accreditation; and
- Provision of consular services to both Kenyan Diaspora and citizens of the countries of accreditation.

9. Service Standards

This Service Charter is a commitment by the Mission to provide the highest standards of services to all clients and stakeholders on behalf of the Kenya Government. Clients and stakeholders expect the following from the Mission:

(i) Quality

We will:

- Identify ourselves when we speak to you;
- Treat you with respect and courtesy while maintaining confidentiality where necessary;
- Be clear and helpful in our interactions with you;
- Act expeditiously with care, diligence, honesty and integrity;
- Refer enquiries that the Mission may not be able to deal with to an appropriate agency/authority; and
- Ensure that our website is well set out, frequently updated and user friendly.

(ii) Responsiveness

We will endeavour to:

- Deal with your enquiries and complaints efficiently and effectively;
- Promptly answer your phone calls;
- Attend to you promptly upon arrival at the Mission premises;
- Reply to your enquiries promptly but not later than five (5) working days; and
- Remit payments for goods, services and work rendered to the Mission upon submission of accurate invoices and any other supporting documents
- Answering to telephone calls promptly in the shortest time possible during official working hours
- Respond to letters, emails and other written correspondence within 48 hours upon receipt

(iii) Accessibility

We are available as follows:

- Summer - Monday to Friday - 0900 Hrs to 1300 Hrs and from 1400Hrs to 1700Hrs
- Winter – Monday to Friday – 0900 Hrs to 1300 Hrs and from 1400Hrs to 1600Hrs
- The Mission will close on all Kenyan and Dutch public holidays.

10. Client Obligation

To help us provide you with quality service we request that you:

- Provide accurate and timely information;
- Uphold professionalism and integrity while interacting with our staff;
- Treat our staff with courtesy and respect;
- Ensure delivery of goods and services according to specifications and agreed timelines;
- Keep appointments and observe deadlines;
- Observe and respect our rules and regulations;
- Make timely payment for services where required;
- Ensure that you obtain official receipts for all financial transactions; and
- Provide useful comments and feedback on services rendered.

11. Our Service Commitments

| No. | Services | Requirements to obtain service | Cost of service | Timeline |
|-----|--|--|-----------------|--|
| 1. | Issuance of Emergency Certificates | Proof of Kenyan Citizenship, 2 Photos | 20 euros | Same day |
| 2. | Application to Regain Citizenship | Duly filled Application form, Proof of the lost Kenya Citizenship status | 50 euros | Applications sent to Nairobi within three working days and check on status after 6 – 8 weeks |
| 3. | Application to Declare Dual Citizenship | Duly filled Application form, proof/evidence of the Dual Citizenship status | Gratis | Applications sent to Nairobi within three working days check on status after 6 – 8 weeks |
| 4. | Application to Voluntarily Renounce Kenyan Citizenship | Duly filled Application form, Naturalization Certificate, Kenya passport, Kenyan | 200 euros | Applications sent to Nairobi within three working days check on status after 6 -8 weeks |

| | | ID | | |
|-----|---|--|-------------|--|
| 5. | Issuance of visas to Tourists – Online applications | Applications to be made online on evisa.go.ke | Paid online | 2 working days |
| 6. | Issuance of Passports | Online Application and fulfilling requirements | Paid online | Four (4) weeks |
| 7. | Issuance of Diplomatic and Courtesy Visas | Duly filled Visa Application Form, Photo, Note Verbale | Gratis | Same day |
| 8. | Application for Referred Visas (Multiple Journey Visas, Nationalities in cat 3 of the visa Regulations 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/validity (e.g. id card, passport, Certificate of Registration or Incorporation etc.), hotel confirmation for holiday makers | 10 euros | Applications sent to Nairobi within three working days and check on status after 6 - 8 weeks |
| 9. | Application for East African Tourist visas | Duly filled Application form for East African Tourist Visa, Photo, Return Air Ticket, Valid passport | 80 euros | Same day |
| 10. | Application for Birth Certificates (Duplicate) | Duly filled search Form, Copy of Passport, Proof of Residence, Copy of Birth Certificate | 10 euros | Applications sent to Nairobi within three working days and check on status after 6 – 8 weeks |
| 11. | Application for | A set of Finger | 10 | Applications sent to |

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| | Certificate of Good Conduct | Prints taken at the Embassy, Photo, Proof of having been in Kenya for at least six months, Certified copies of identification documents | euros | Nairobi within three working days and check on status after 6 – 8 weeks |
| 12. | Application for Certificate of No Impediment to Marriage | Duly filled Application form, Letter of intent, Certified copies of identification documents | 100 euros | Applications sent to Nairobi within three working days and check on status after 6 - 8 weeks |
| 13. | Issuance of Pet Permits | Valid Pet's passport, Requisite vaccination certificates | 30 euros | Same day |
| 14. | Authentication of copies of official documents | Original Documents | 10 Euros | Same day |
| 15. | Legalization of Dutch Documents | Original documents and copies, Legalization by Ministry of Foreign Affairs | 50 euros | Same day |
| 16. | Legalization of Kenyan Documents | Original document and copies | 20 euros | Same day |
| 17. | Applications for Duplicate Marriage Certificate | Copy of the old Marriage certificate | 10 Euros | Applications sent to Nairobi within three working days and check on status after 6 – 8 weeks |
| 18. | Endorsement in a foreign passport | Certificate to declare dual Nationality | 10 euros | Same day |
| 19. | Promote and Provide information about trade and investment in Kenya | Receipt of the question through any medium of communication | Gratis | <ul style="list-style-type: none"> • Promptly/Within one (1) working day • When extensive |

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|-----|--|--|--------|--|
| | | | | consultation is required, initial reply shall indicate when the full response should be expected |
| 20. | Coordination of Meetings with the host country, international organisations, investors, partners | Agenda of Meeting | Nil | <ul style="list-style-type: none"> At least one(1) day notice for internal meetings and two(2) days' notice for other meetings |
| 21. | Engage with the diaspora | Receipt of inquiries, invitation to meeting | Nil | <ul style="list-style-type: none"> Promptly/within one (1) working day. When extensive consultation is required, initial reply shall indicate when the full response should be expected |
| 22. | Respond to inquiries/correspondence | Receipt of the question through any medium of communication | Gratis | <ul style="list-style-type: none"> Promptly/within one (1) working day. Within three (3) working days for letters and Notes Verbale When extensive consultation is required, initial reply shall indicate when the full response should be expected |
| 23. | Answering calls | Incoming call | Nil | <ul style="list-style-type: none"> Answer within three (3) rings. |
| 24. | Attending to visitors | Arrival of visitors | Nil | <ul style="list-style-type: none"> Within five (5) minutes for visitors with appointments Within ten (10) minutes for visitors without appointment |
| 25. | Payment for goods and services | Receipt of supporting documents e.g. invoices, and evidence of | Nil | Within eight (8) working days |

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| | | delivery of goods and services | | |
| 26. | Update Mission Website | Receipt of new information | Nil | Within one (1) working day |

12. Anti-Corruption

The Mission operates in a non-corrupt environment with zero tolerance for corruption, as outlined in the Anti-Corruption Policy of the Ministry of Foreign Affairs. We will appreciate and act on any information on corruption activity reported to us.

13. Review of the Service Charter

The Service Charter is subject to review as necessary every two years to ensure that it is in tandem with both the Service Charter and the Strategic plans of the Ministry of Foreign Affairs of Kenya and the Mission as well as the prevailing dynamic global environment.

14. Feedback and Contact Address

The Mission welcomes comments, suggestions and complaints in regard to performance, service and obligation as outlined in The Service Charter to enable us enhance quality of service to our clients. Such remarks should be addressed to:

The Ambassador
Embassy of the Republic of Kenya
Nieuwe Parklaan 21
2597 LA, The Hague
Tel: +31(0)703504215
Email: hague@mfa.go.ke, info@kenyaembassy.nl

You may also obtain further information about us and our services on our website: www.kenyaembassy.nl