



EMBASSY OF THE REPUBLIC OF KENYA, THE HAGUE

CITIZEN SERVICE DELIVERY PROCEDURES/ PROCESSES



MARCH, 2022

FORWARD

It is our pleasure and honour to present the Service Delivery Procedures/ Processes 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 at the multilateral level with the following International Organisations in The Netherlands: 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 has provided this overview of the service delivery procedures and processes to help our clients and stakeholders know how we execute our mandate. We hope that the clarity on the various stages of the process of service delivery by the mission will ensure a better experience for our clients and stakeholders. We would appreciate regular feedback from our clientele to enable the Mission continuously improve on service delivery.

H.E Lawrence N. Lenayapa, CBS
Ambassador

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1. INTRODUCTION

1.1. Purpose

The purpose of these procedures/Processes is to enhance implementation of Citizen's service delivery charter commitments to our clients and stakeholders and ensure effective operation within the Embassy of the Republic of Kenya in The Hague, Netherlands

1.2. Scope

The Procedures are in line with the Embassy's Citizen's Service Delivery Charter (Revised 2021) and are applicable within the Embassy of the Republic of Kenya in The Hague, Netherlands. The procedures covered are:

- i. Issuance of E-visa
- ii. Issuance of Emergency/ Travel Certificate
- iii. Issuance of pet permits
- iv. Issuance of Kenyan Passports (New/Renewal/Replacement)
- v. Authentication and legalization of Documents
- vi. Endorsement of passports
- vii. Applications for birth certificate, certificate of no impediment to marriage, duplicate marriage certificate, certificate of good conduct
- viii. Applications to regain Kenyan citizenship, voluntarily renounce Kenyan citizenship, declare dual citizenship,
- viii. Attending to official correspondences
- ix. Addressing complaints/ grievances
- x. Attending to visitors
- xi. General inquiry on any information about Kenya

1.3. Requirements

For detailed information on the requirements for provision of the services offered by the Embassy, please visit our website: www.kenyaembassy.nl

1.4 Our Clients and Stakeholders

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

1.5 Our Services

The Mission provides the following services:

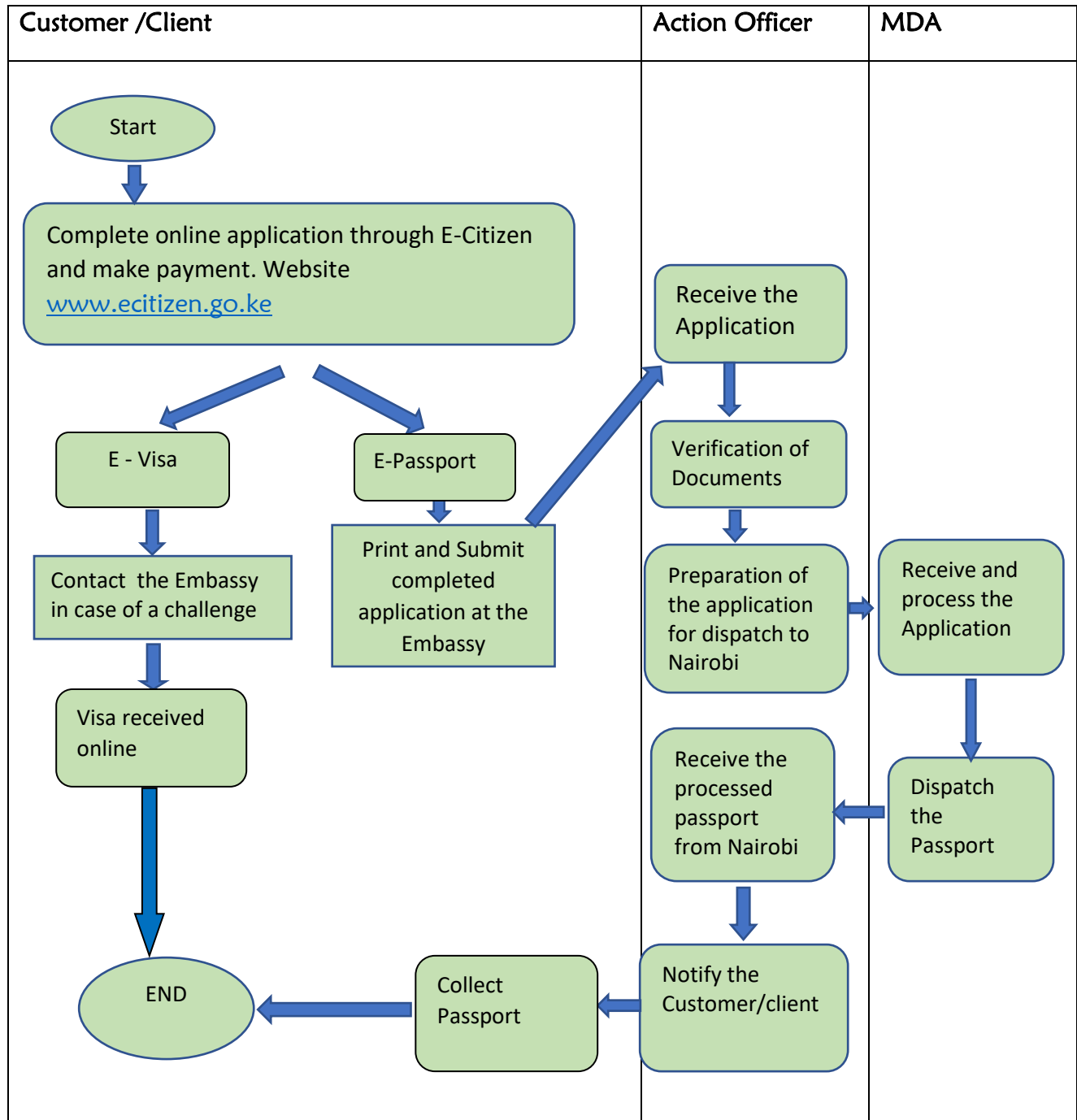
- Promotion of cordial relations between the Government of Kenya and the Government- of the country of accreditation, and the International Organizations through enhanced diplomatic engagement;
- Provision of information on various sectors in Kenya including trade, investment opportunities, health, education,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

1.6 Definition of Terms and Acronyms

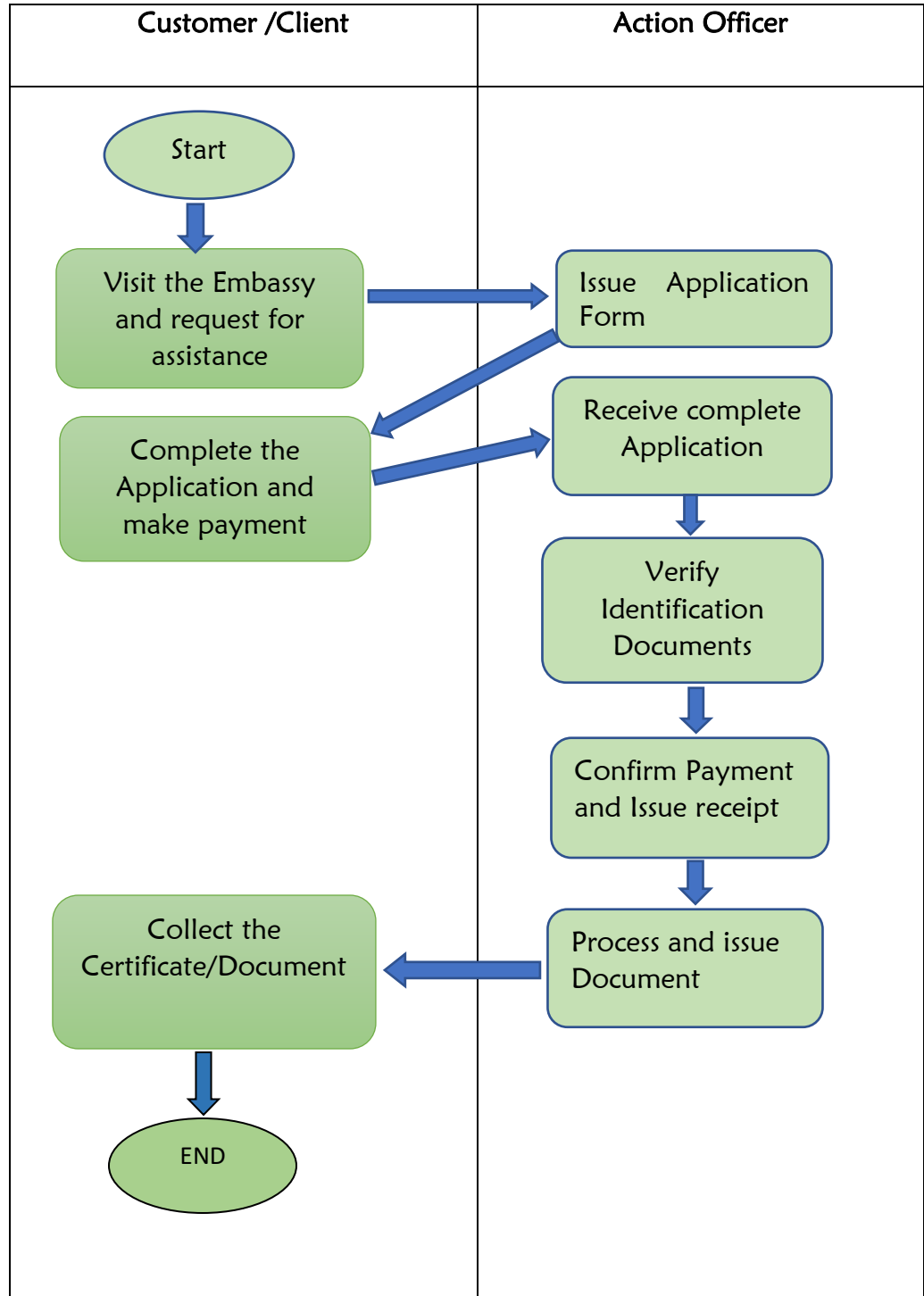
- **Action Officer:** Officer assigned to work on a particular task or to attend to a client
- **Diplomatic Mission:** Foreign Missions in The Hague other than the Kenya Embassy
- **E-Citizen:** Official Digital application/payment platform that enables Kenyan citizens, residents and visitors access and pay for government services online
- **E-visa:** electronic visa / visa applied and issued via an online platform
- **MDA:** Ministries, Departments and Agencies

2. PROCEDURES

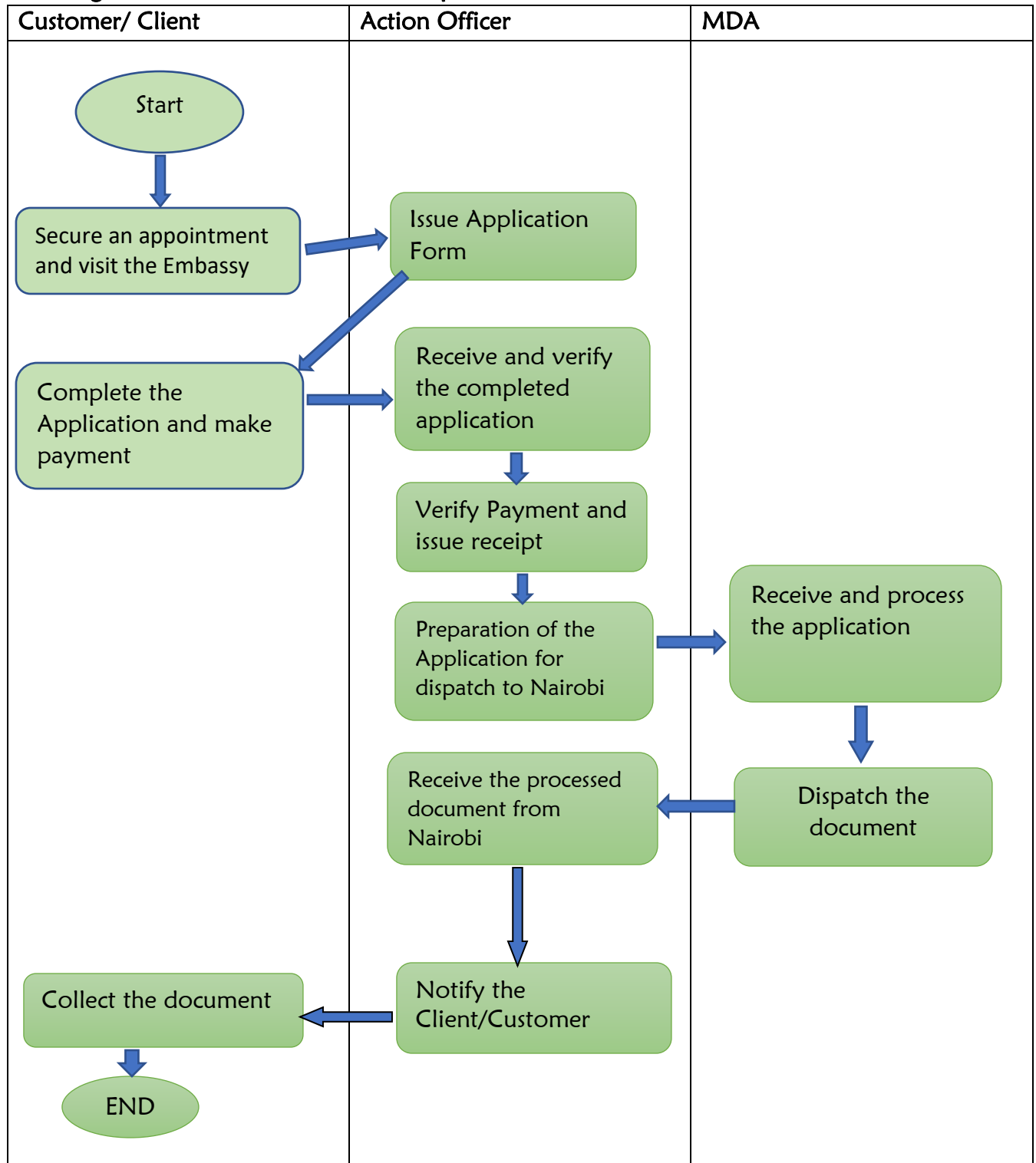
2.1 Procedure for issuance of E-visa/E-Passports-Renewal and Replacement.



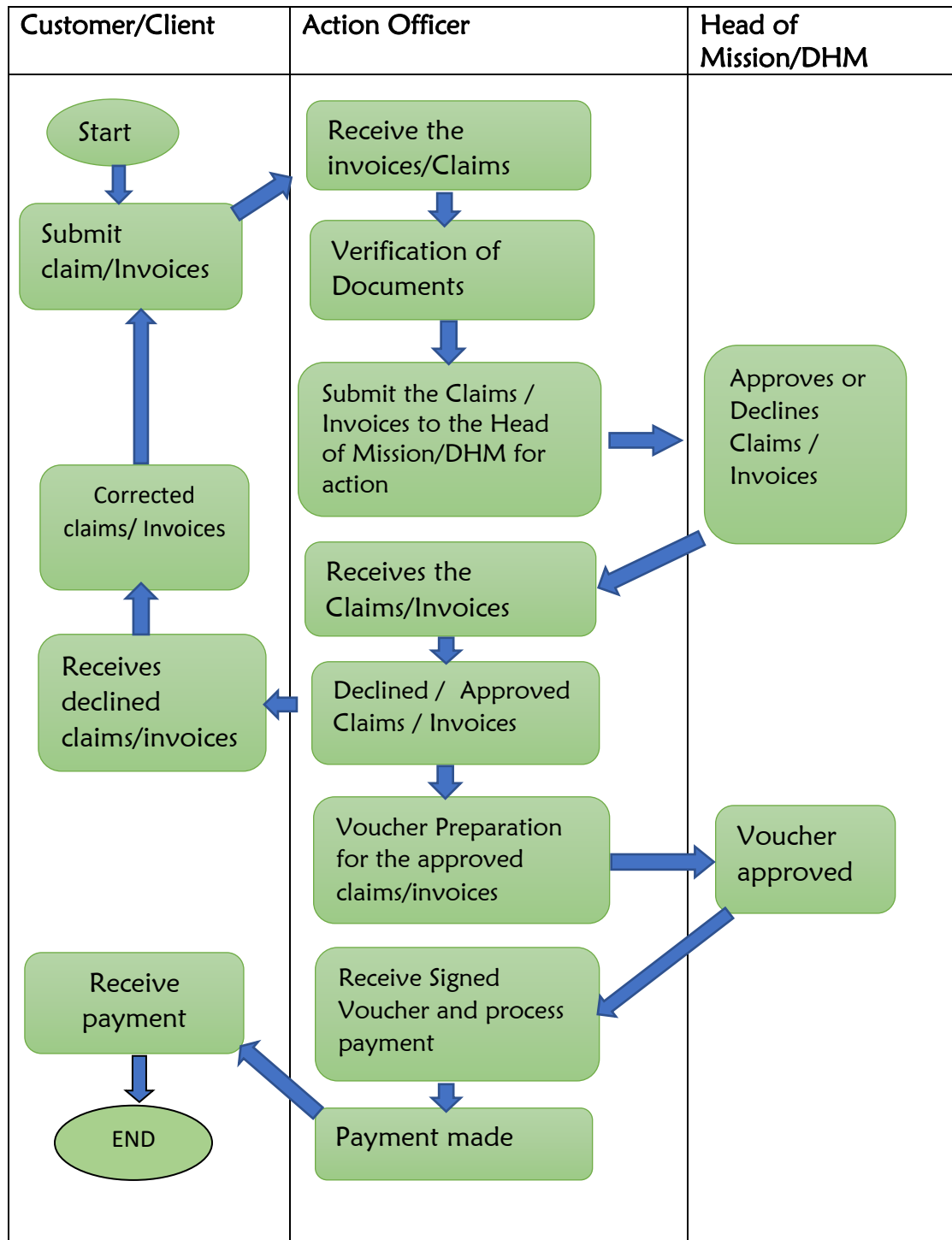
2.2 Procedure for Issuance of Emergency Travel Certificates/ Legalization of Kenyan and Dutch documents / Pet Permit / Endorsement of Foreign Passports/ Authentication of copies of official documents



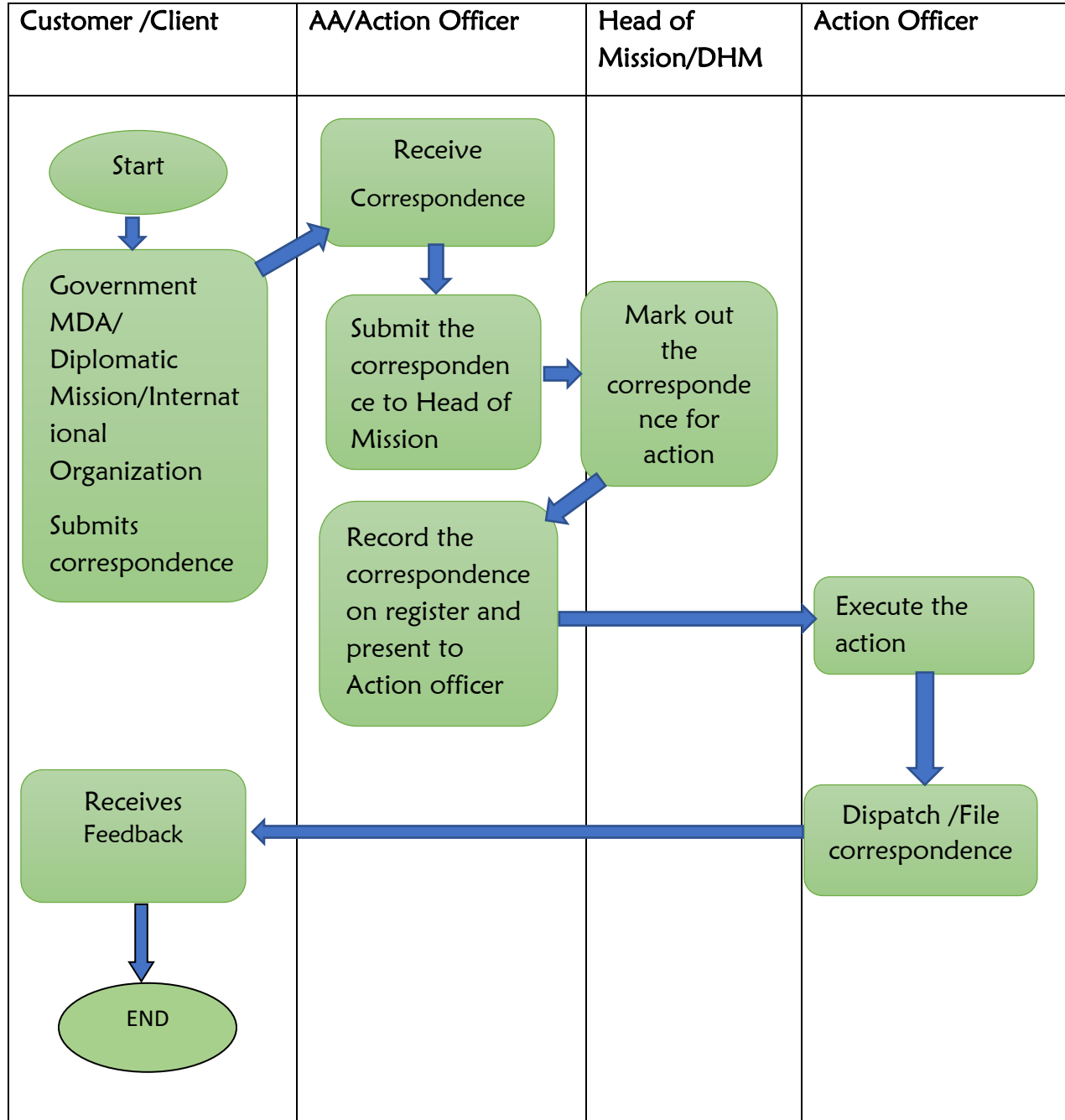
2.3 Procedure for Issuance of Birth Certificate / Certificate of no Impediment to Marriage/ Declaration of dual citizenship/ Certificate of Good Conduct



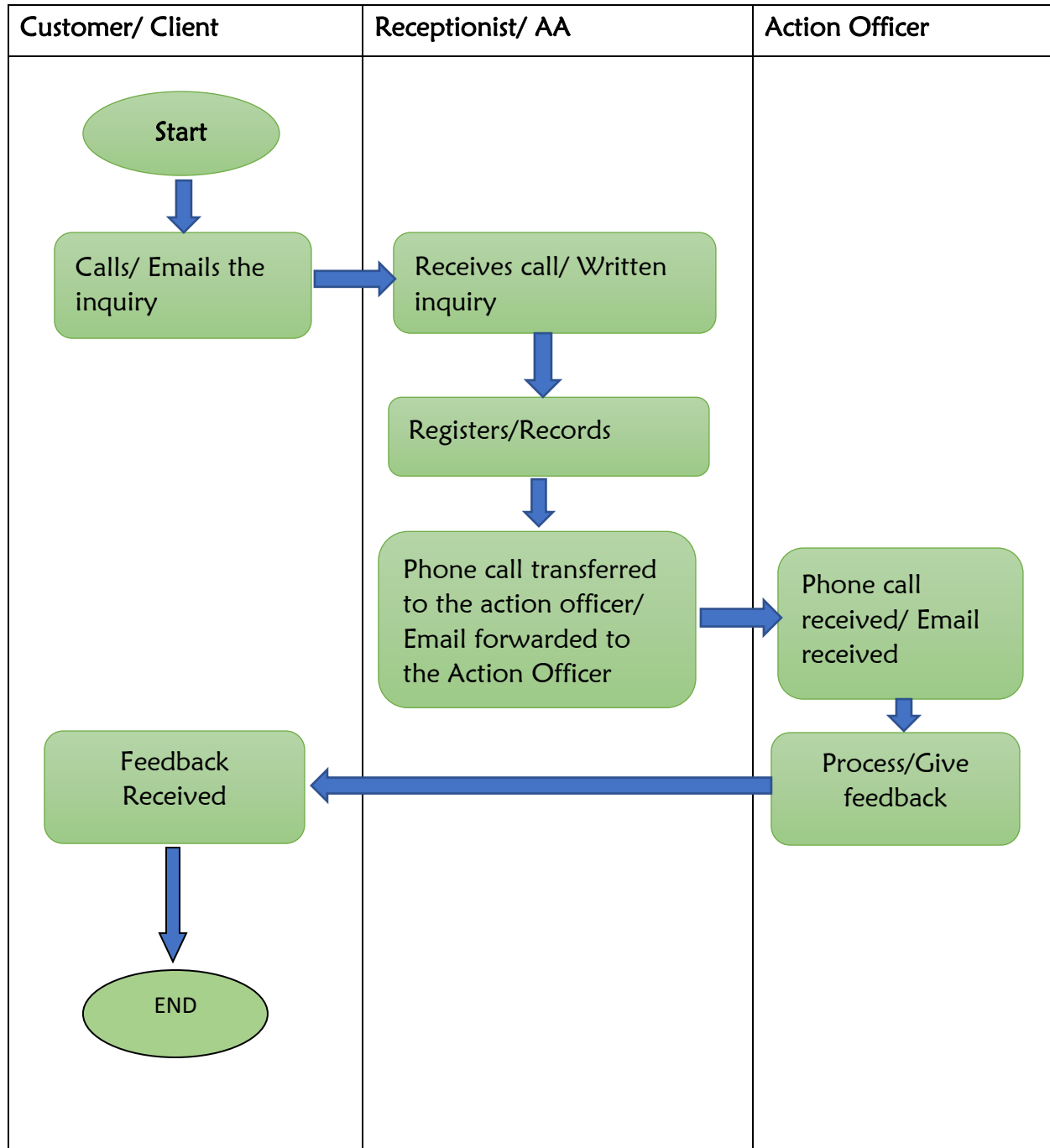
2.4 Procedure for making Payments



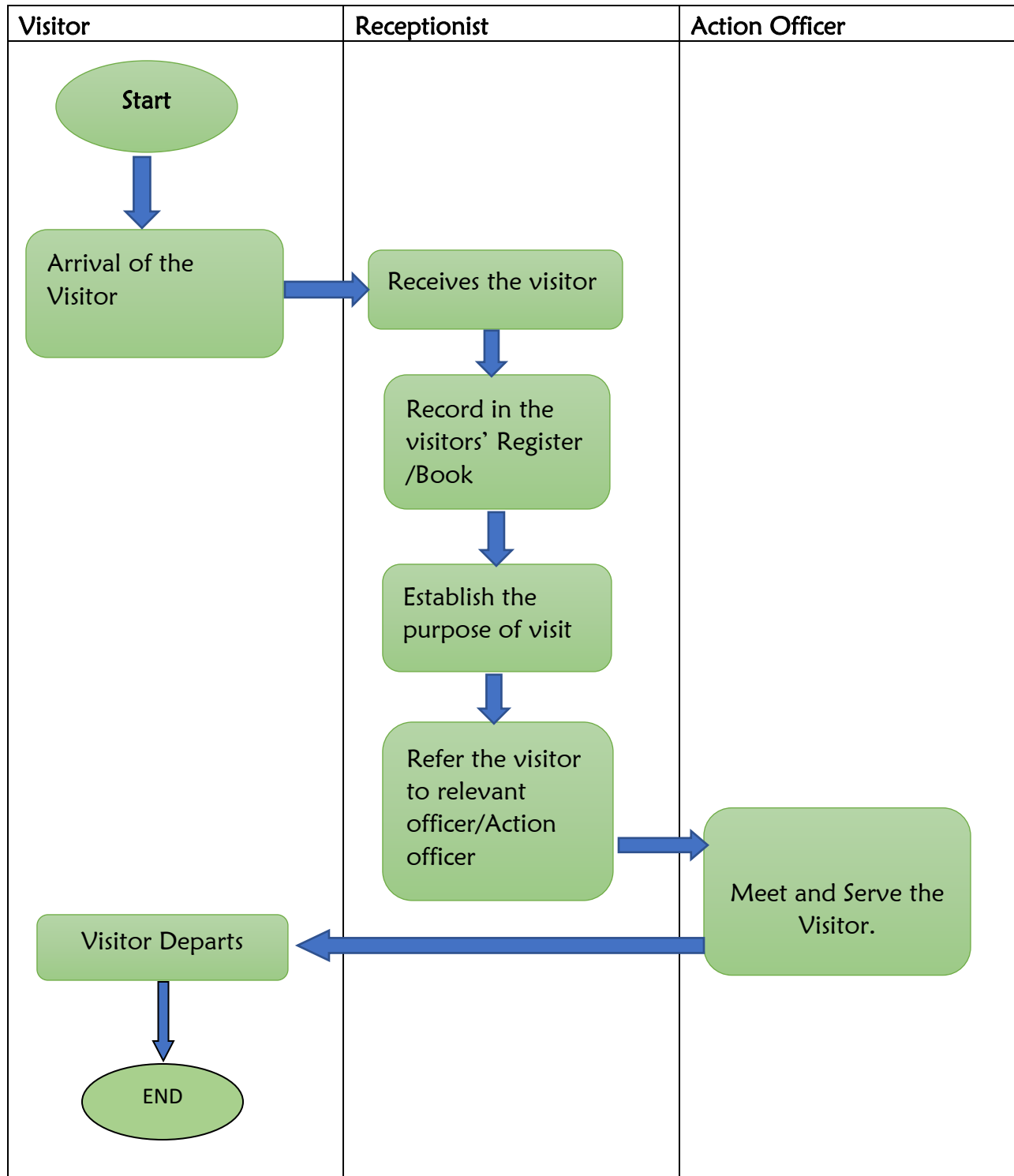
2.5 Procedure for attending to official correspondence



2.6 Procedure for General inquiry (Email/phone call) on any information



2.7 Procedure for Attending to visitors



3. 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.

4. REVIEW OF THE SERVICE DELIVERY PROCEDURE

The Service procedure/ process 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.

5. FEEDBACK AND CONTACT ADDRESS

The Mission welcomes comments, suggestions and complaints in regard to performance, services offered to enable us enhance quality of service to our clients. Such feedback 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**