

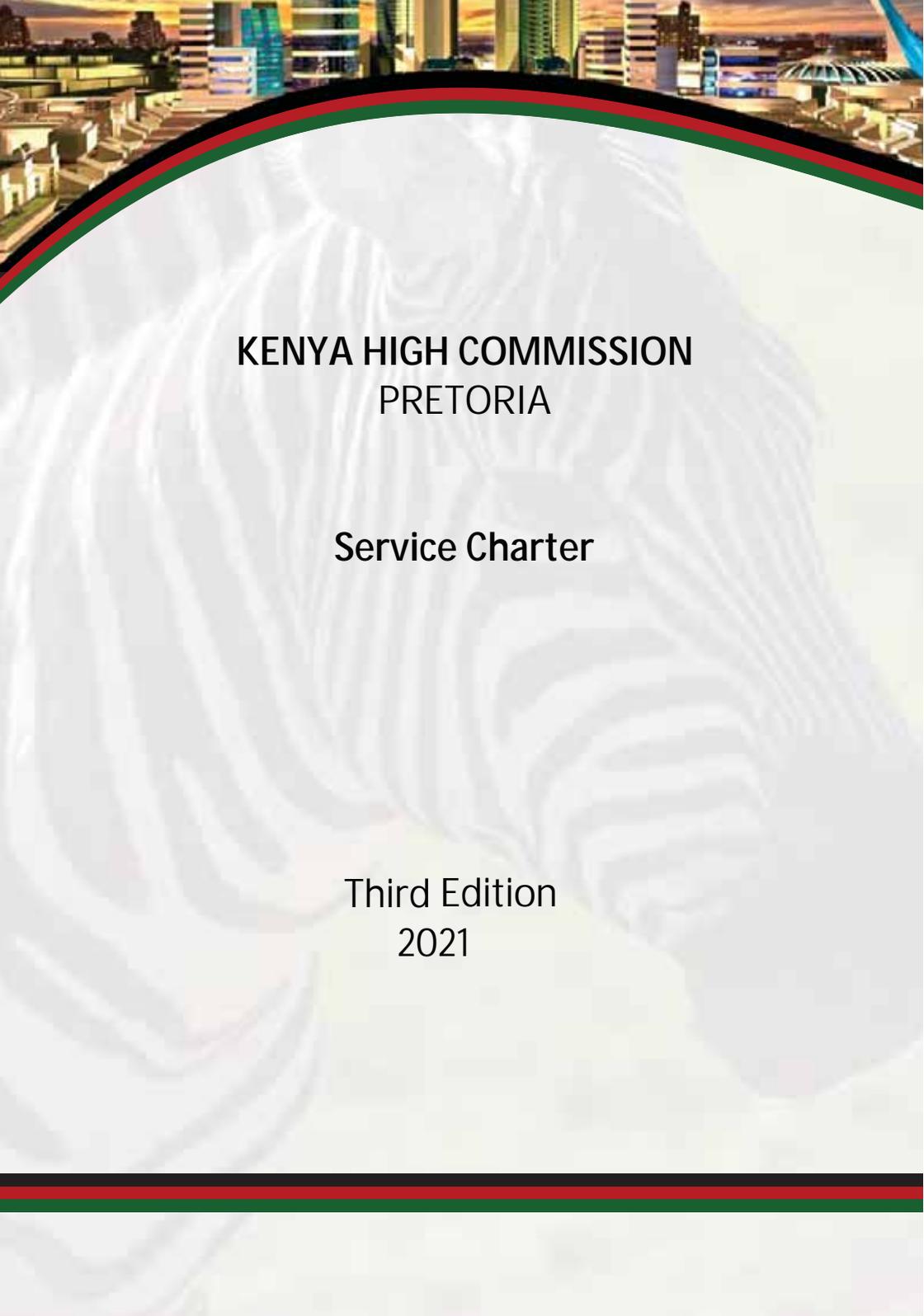


**KENYA HIGH COMMISSION
PRETORIA**

Service Charter



Third Edition 2021

The background of the cover features a nighttime cityscape of Pretoria, South Africa, with illuminated buildings and a prominent stadium. A large, semi-transparent watermark of a zebra is overlaid on the entire page. The text is centered and presented in a clean, sans-serif font. The top and bottom of the page are framed by a decorative border consisting of a black outer line, a red inner line, and a green middle line.

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Third Edition
2021



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Catherine Muigai Mwangi

FOREWORD

It is our pleasure and honour to present this Service Charter of the Kenya High Commission in Pretoria in South Africa (hereinafter referred to as "*the Mission*") to our clients and stakeholders.

In line with the Ministry of Foreign Affairs Strategic Plan for 2018/19 - 2022/23 and Government of Kenya Vision 2030, the Mission strives to enhance and strengthen Kenya's diplomatic engagement with the countries of the accreditation namely; Republic of South Africa, Kingdom of Lesotho and Kingdom of eSwatini on one hand and on the other hand, with the Inter-Governmental Organizations based in South Africa.

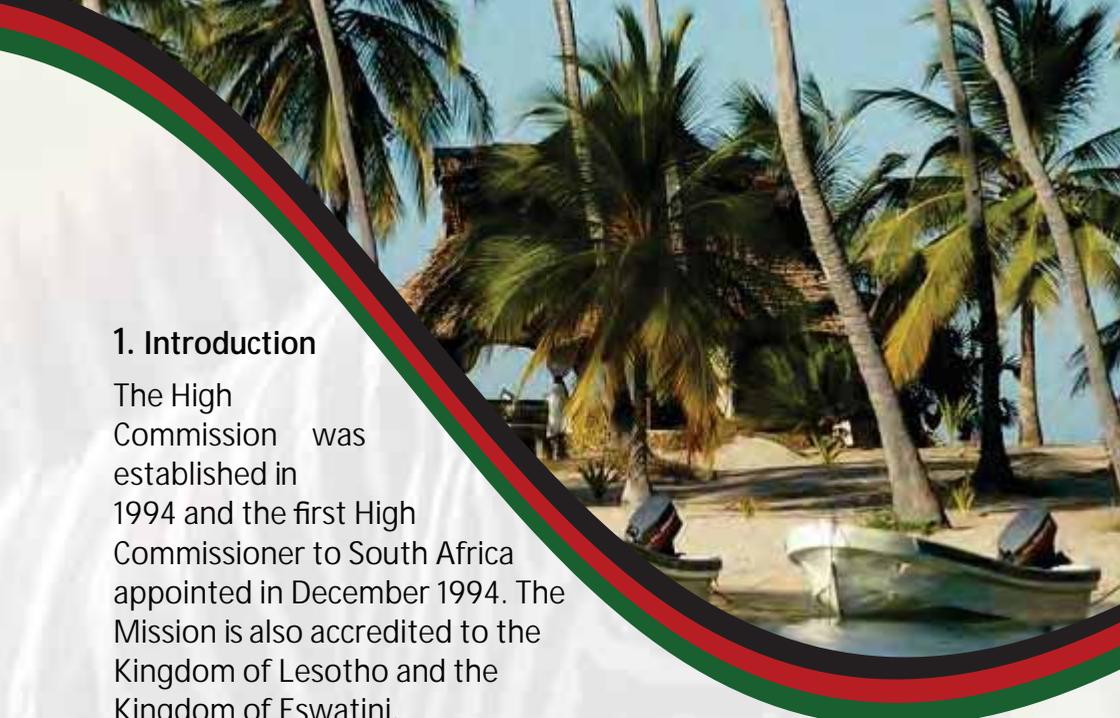


The Service Charter thus spells out the mandate and core functions of the Mission and it serves as a guide to the accomplishments of the Mission's objectives.

Further, the Charter outlines commitment and dedication to render prompt and effective service based on transparency, accountability and integrity. Through the Service Charter, we provide our contacts and encourage regular feedback from our clientele to enable the Mission to continuously improve on service delivery.

Catherine Muigai Mwangi

High Commissioner



1. Introduction

The High Commission was established in 1994 and the first High Commissioner to South Africa appointed in December 1994. The Mission is also accredited to the Kingdom of Lesotho and the Kingdom of Eswatini.

The relationship between Kenya and the countries of accreditation has always remained warm and cordial with a focus on bilateral and multilateral issues.

2. Vision

A value-based Mission dedicated to building trust, prosperity and promoting Kenya interests.

3. Mission

To promote, protect and sustain Kenya's economic and strategic interests in South Africa, Lesotho and Eswatini through efficient and effective diplomatic engagement.



4. Core Values The Mission will be guided by the following core values:

i. Patriotism: Exercise loyalty and pledge allegiance to the Republic of Kenya at all times;

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

iii. Equity and Fairness: promote justice, neutrality and impartiality in all our engagements;

iv. Responsibility: Do our best, for ourselves, for our team and for our stakeholders;

v. Unity: Coordinated service and work together with respect;

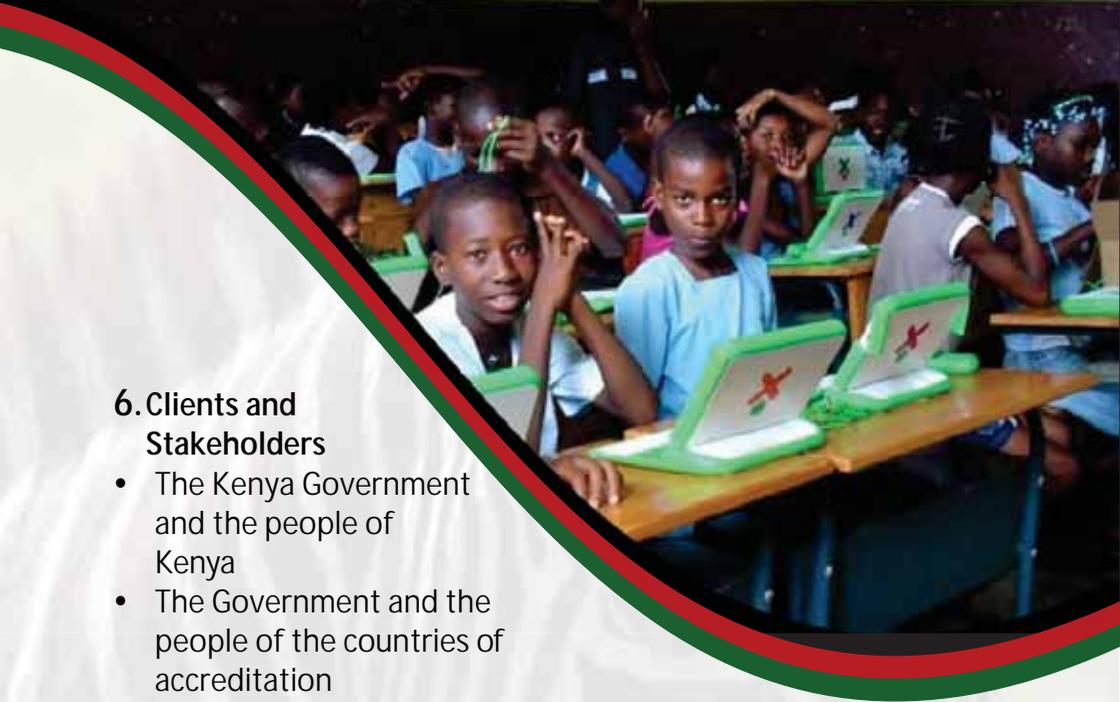
vi. Integrity: Embrace professionalism, competency, transparency and accountability in all operations of the Mission;

vii. Creativity: Encourage innovativeness and initiativeness in delivery of our services.



5. Core Functions

- Strengthen the existing bilateral relations with the countries of accreditation
- Promote and protect Kenya's values and interests
- Promote Kenya as a viable Trade, Investment and Tourism destination
- Promote cultural interaction and other forms of understanding between the peoples of Kenya and our countries of accreditation
- Provide education, consular and immigration services
- Engage and facilitate the Kenya Diaspora in political, Economic and social development of Kenya
- Diplomatic representation at Inter-governmental Organizations in South Africa, Pan-African Parliament, Africa Risk Capacity Agency, Africa Peer Review Mechanism (APRM), New Partnership for Africa's Development (NEPAD) and African World Heritage Fund (AWHF)



6. Clients and Stakeholders

- The Kenya Government and the people of Kenya
- The Government and the people of the countries of accreditation
- Kenyan Diaspora
- Diplomatic Missions in the countries of accreditation
- International Organizations in South Africa
- The private sector and civil society in the countries of accreditation
- Tourists and visitors to Kenya

7. Services

The Mission provides the following services:

- Promotion of friendly relations with the Governments and peoples of the countries of accreditation;
- Provision and facilitation of information on diverse sectors of life including on trade, investment opportunities, education, employment, culture and travel; Carrying out full diplomatic relations with the



Organizations and the diplomatic Community; Provide advice to the Kenyan Diaspora including students within the countries of Accreditation; and provision of consular services.

8. Service Standards

This Service Charter is a commitment by the Mission to provide the highest standards of services to all our clients and stakeholders on behalf of the Kenya Government. The Mission is committed to serve efficiently and effectively. As our clients and stakeholders, you expect the following from us:

(i) Quality

We will:

- Identify ourselves when we speak to you;
- Treat you with respect and courtesy while maintaining confidentiality where necessary;

- 
- A woman in a light-colored top and dark pants stands in a vast green field. A large, stylized graphic consisting of a thick black line with red and green borders curves across the top and right side of the page, partially overlapping the image and the text.
- Be clear and helpful in our interactions with you;
 - Act expeditiously with care, diligence, honesty and integrity as we respond and deal with issues.
 - Refer enquiries that we 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;
- Reply to your enquiries promptly but not later than five (5) working days; and
- Remit payments for goods, services and work rendered upon submission of accurate invoices and any other supporting documents within the stipulated payment schedule.



KONZA HOTEL

(iii) Accessibility We are available as follows:

- The Mission is open Monday to Thursday, 9.00am to 1.00pm and 2.00PM to 4.30pm and Friday, 9.00am to 1.00pm
- The Consular Section is open Monday to Thursday, 9.00am to 12.30PM and 2.00PM to 3.00pm and Friday, 9.00am to 12.30PM
- The Mission is closed on all Kenyan and South African Public Holidays

9. 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 courteously and with respect;
- Ensure delivery of goods and services according to specifications and agreed timelines;



- Observe and respect our rules and regulations;
- Ensure that you obtain official receipts for all financial transactions; and
- Provide useful comments and feedback on services rendered.

10. Integrity

The Mission operates in a transparent and accountable environment with zero tolerance to corruption.

11. Review of the Service Charter

The Service Charter is subject to review every two years to ensure that it is in tandem with the Service Charter of the Ministry of Foreign Affairs and International Trade of Kenya and dynamic global environment.

12. Feedback and Contact Address

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



at the following
address:

**High Commission of the
Republic of Kenya**

302 Brooks Street, Menlo Park

P.O. Box 35954- Menlo Park 0102 PRETORIA,
SOUTH AFRICA

Tel: +27 12 362 2249 Fax:
+27 12 362 2252

Feedback E-mail: info@kenya.org.za Website: www.kenya.org.za

Facebook Pages: [KenyaHighCommissionPretoria](#)

Twitter account: [Kenya High Commission-Pretoria@Kenya_Pretoria](#)

13. Consular Services offered by High Commission

S/No.	Service	Requirement	Cost of service	Timeline
1.	Processing of e-passports	Copy of passport Copy of identity card Copy of birth certificate Copy of recommender's ID Sworn affidavit for lost cases Proof of payment	Ksh. 4550 for 34 pages Ksh. 6050 for 50 pages Ksh. 7550 for 60 pages Ksh. 7550 for diplomatic	Takes 4 to 6 weeks
2.	Processing of Identity cards – First time application	Copy of birth certificate Copy of passport ID and passport copy of one of the applicant's parents (Kenyan parent) Recent 2 coloured passport size photos	R. 150	Takes 4 to 6 weeks
3.	Processing of Identity Cards – Lost and replacements	Copy of lost identity card Copy of passport Recent 2 coloured passport size photos	R. 250	Takes 4 to 6 weeks
4.	Registration of birth for minors born abroad	Copy of foreign birth certificate Copy of authentication certificate Copies of both parents' passports and Kenyan IDs	R. 150	4 - 6 weeks
5.	Processing and issuing of emergency travel documents	Kenyan ID Copy of passport Police abstract/affidavit Recent 2 coloured passport size photos Birth certificates and parents IDs' and passports for minors	R. 250	1 - 72 hours
6.	Processing of police clearances	Original finger prints obtained from any Police Station in RSA Copy of Kenya national ID Motivational letter addressed to DCI Nairobi For foreigners - Copy of national passport and proof of residence or stay for at least six months in Kenya.	R. 250	4 -6 weeks

7	Certificates of no impediment to marriage	Copy of applicants Kenyan birth certificate Copies of applicants and fiancée's national passports	R. 1600	approximately 3 months
8	Authentication of documents and confirmation letters for documents	Original certificates to be authenticated Copies of the documents to be authenticated /confirmed.	R. 50	1 - 72 hours
9	Letter of repatriation of deceased Kenyan	Copy of deceased passport Copy of death certificate Copy of burial order Embalming certificate	Free	1 hour



14. Complaints

If a person feel dissatisfied with the High Commission's resolution to

Complaints, the complaints can be referred to:

Commission on Administrative Justice West
End Towers 2nd Floor,
Waiyaki Way, Westlands P.O.
Box 20414-00200 NAIROBI,
KENYA

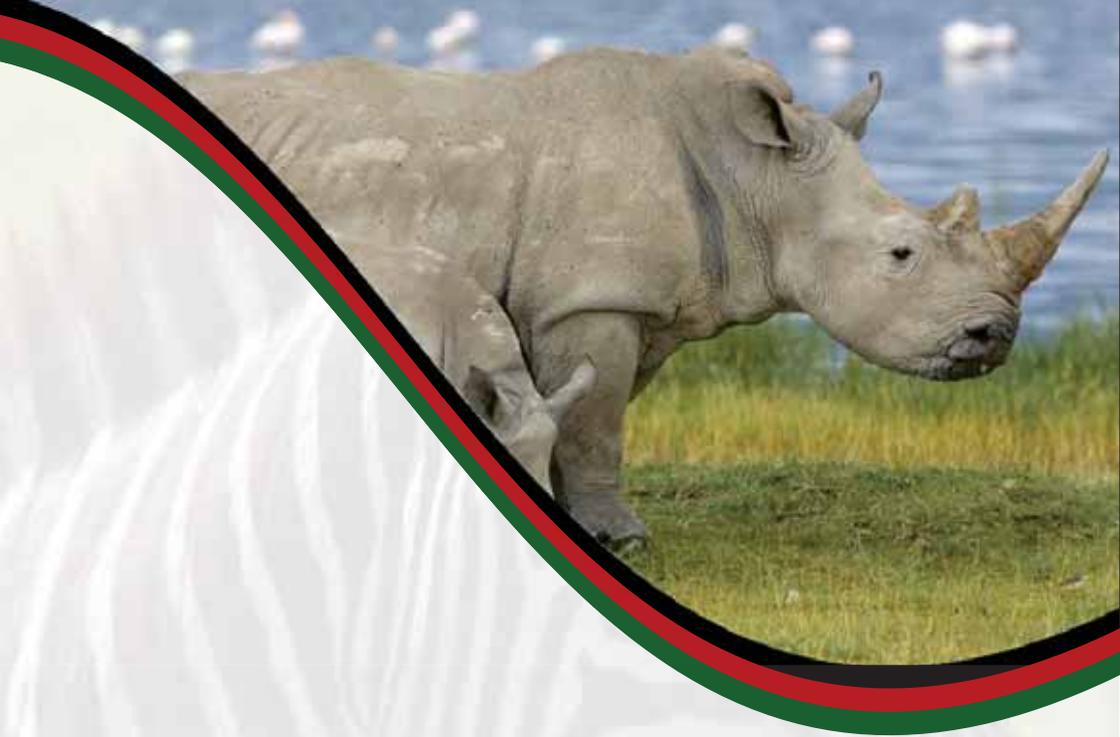
Tel: +254 20 2270000

Toll free Number: 0800221349

E-mail: complain@ombudsman.go.ke

Website: www.ombudsman.go.ke

You may also obtain further information about us and our services on our website: www.kenya.org.za



HIGH COMMISSION OF THE REPUBLIC OF KENYA

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