



Republic of Kenya

Kenya High Commission

Canberra, Australia

SERVICE DELIVERY CHARTER

MAY 2025

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FOREWORD



In line with the Ministry of Foreign and Diaspora Affairs commitment to the requirements of performance management in the Public Service, each of Kenya's Diplomatic Mission is expected to prepare a Service Charter, guided by its Strategic Plan to ensure effective and efficient delivery of its mandate.

This Service Delivery Charter is a statement of commitment by the High Commission of the Republic of Kenya in Australia with concurrent accreditation to New Zealand, Timor Leste, Fiji, Samoa, Papua New Guinea, Vanuatu, Kiribati, and Nauru, to provide dedicated quality, effective and efficient services to our clients. The Charter outlines our core mandate, functions, values and commitment to provision of service to our esteemed customers within the countries of accreditation. The Vision, Mission, and the Core objectives are herein stated for clarity on the range of services provided by the High Commission.

This Charter also specifies mechanisms for forwarding suggestions, complaints and comments and introduces the crucial aspect of Monitoring and Evaluation for the purpose of customer satisfaction and continuous improvement.

It is anticipated that the Kenya High Commission clients and staff will be treated in accordance with principles and values outlined in this charter.

We therefore welcome our customers and stakeholders to provide feedback and suggestions to enable us to improve on services, promote transparency and for greater customer satisfaction.

Amb. Dr. Wilson K. Kogo
HIGH COMMISSIONER

1. INTRODUCTION

The Kenya High Commission in Canberra was established in 1984 to consolidate and deepen Kenya-Australia, Kenya-New Zealand and Kenya-Pacific Island Countries relations. It is thus, accredited to the Commonwealth of Australia, New Zealand, Timor Leste, Fiji, Samoa, Papua New Guinea, Vanuatu, Kiribati, and Nauru.

2. MANDATE

The Kenya High Commission, Canberra draws its mandate from Ministry of Foreign and Diaspora Affairs, Kenya for articulation of Kenya's Foreign Policy in Australia, New Zealand, and the Pacific Region.

3. VISION

A model Diplomatic Mission advancing Kenya's interests in Australia, New Zealand, Timor Leste, Fiji, Samoa, Papua New Guinea, Vanuatu, Kiribati, and Nauru.

4. MISSION

To pursue Kenya's national and strategic interests in Australia, New Zealand, Timor Leste, Fiji, Samoa, Papua New Guinea, Vanuatu, Kiribati, and Nauru through effective diplomatic engagements.

5. CORE VALUES

The values and principles that guide members of the High Commission in discharging their duties include:

- i. Patriotism: Staff shall exercise loyalty and uphold allegiance to the Republic of Kenya at all times
- ii. Customer Focus: Stakeholders will be treated with courtesy, respect and promptness
- iii. Professionalism: Staff shall exercise high level of professional competence and confidentiality in all their work
- iv. Equity and Fairness: Justice, impartiality and diversity will be upheld in the Mission's dealings
- v. Team Spirit: The Mission will promote teamwork to enhance service delivery and inculcate shared and collective responsibility in executing its mandate
- vi. Ethics and Integrity: The Mission will embrace transparency and accountability in all operations.

6. CORE FUNCTIONS

- Promote, protect, and project Kenya's image and prestige in Australia, New Zealand, and Countries of Accreditation;
- Promote Peace, Security, Sovereignty and Territorial integrity;
- Promote Economic Cooperation, International Trade, and Investment through effective articulation of Economic Diplomacy;
- Promote and Safeguard Kenya's Interest in the Countries of Accreditation;
- To enhance for mutual benefit the relations between Kenya and the Countries of Accreditation;
- Marketing Kenya as Africa's financial, commercial and communication hub and destination of choice for trade, investment, and tourism;
- Enhance Diaspora Engagement;
- Provision of Consular Services'
- Enhance Public Diplomacy and Stakeholders Engagement;
- Interacting with other Foreign Missions in Australia and New Zealand in pursuit of Kenya's Foreign Policy goals and objectives;
- Negotiating conclusion of Agreements with Australia and New Zealand in fields of mutual interest;
- Facilitating state and/or official visits to Australia and New Zealand by Kenyan delegations;
- Ensuring effective participation in Pan African Affairs in countries of accreditation.
- Institutional Capacity.

7. CORE PRINCIPLES OF SERVICE DELIVERY

The core principles of service delivery for the High Commission include:

- Safeguarding and upholding the High Commission's mandate of articulating and implementing Kenya's Foreign Policy within countries of accreditation;
- Providing clients with adequate and up-to-date information about services offered at the High Commission;
- Extending consular facilities to Kenyan nationals;
- Informing the Kenyan public on opportunities available in Australia, New Zealand, and the Pacific Region; and
- Providing and sustaining a strong communication link between the Kenya government and the respective government(s) in countries of accreditation.

8. OUR CUSTOMERS AND STAKEHOLDERS

The High Commission's principal clients include the:

- The People of Kenya
- The Government of Kenya
- The Host Governments
- Foreign Missions and International Organizations Accredited to Australia and New Zealand and Pacific Island Countries
- The Nationals of the countries of accreditation;
- Universities and NGOs in Kenya and Countries of Accreditation;
- Private Sectors in Kenya and Countries of Accreditation;
- Kenyans in the Diaspora and Kenya Diaspora Associations in the Countries of Accreditation;
- The High Commission Staff; and
- Other Stakeholders.

9. OUR SERVICES

The High Commission provides the following services:

To the People and the Government of Kenya:

- Provision of information on Trade and investment opportunities in the host country and countries of accreditation
- Provision of information on Kenya's Foreign Policy
- Articulation of Government position on international issues
- Mediation and arbitration of disputes involving Kenya and foreign missions/ organizations with privileges and immunities;
- Facilitation of State/Official visits from Kenya to the countries of accreditation;
- Facilitation of participation by officials in international conferences hosted in countries of accreditation as well as in Kenya;
- Provision of Consular and Immigration Services including issuance of emergency travel documents;
- Hosting of National Day Celebrations;
- Provision of advisory services on education, employment, and related opportunities in countries of accreditation;
- Lobbying for international jobs and positions;
- Protocol Services to visiting dignitaries;
- Management of Diaspora affairs;
- Authentication of Kenyan documents.

To the Governments and People of Australia and New Zealand:

- Interface between the Government of Kenya and the Governments of Australia and New Zealand;
- Provision of information on Kenya including the government, people, and culture;
- Issuance of Kenyan and East African visas;
- Provision of information of Tourism;
- Provision of information on Kenyan Foreign Policy;
- Participation on activities organized by the host governments and other accredited diplomatic mission;
- Provision of information on Trade and investment opportunities in Kenya;
- Facilitation of official travel by delegations from countries of accreditation to Kenya; and
- Linkage with the diplomatic community in countries of accreditation.

To Other Ministries, Departments and Agencies of the Government of Kenya

- Primary interface and coordination with all ministries and departments;
- Facilitation of Kenya's participation in events for promotion of trade, investment, tourism, and culture;
- Liaison and coordination services with interlocutors in Kenya;
- Linkage with relevant authorities in Australia, New Zealand, and Countries of Accreditation
- Coordination of relations with the Diaspora;
- Provide protocol services and advise Government on appropriate protocol procedures and practices in Australia, New Zealand, and Countries of Accreditation;
- Coordinate the preparation of Government position in the negotiation of bilateral agreements as well as participation in diplomatic conferences.

To other Diplomatic Missions Accredited to Australia and New Zealand:

- Participation in meetings and activities of Diplomatic Corps and African Diplomatic Group;
- Participation in the National Day and other celebrations organized by other Diplomatic Missions;
- Exchange of experiences and information.

To the Mission Staff:

- Welfare Services;
- Provision of working tools and secure environment;
- Human Resource management and development services;
- Provision of Administrative Services.

10. SERVICE STANDARDS

The High Commission is committed to providing its clients with quality services in line with its core values. The Mission endeavors to analyze and evaluate its achievements and performance periodically with the aim of effectively and efficiently meeting the dynamic needs and aspirations of its clientele within this region. These are summarized as below:

a) Responsiveness

We will endeavor to:

- Deal with your enquiries and complaints promptly and effectively;
- Answer your call promptly;
- Be courteous and helpful at all times;
- Reply to your letters and emails within five (5) working days and on more complex issues, our initial reply will give you an estimate of the time a full response will take and the cost if any;
- Attend to visitors promptly;
- Process your visa applications within five working days of receipt;
- Liaise with the various departments in Nairobi to process your documents (passports, certificate of good conduct, certificate of no impediments to marriage, birth certificates, etc.) within the shortest time possible; and
- Prompt payment for goods and services upon submission of accurate invoices and other supporting documents in line with the Government of Kenya procurement procedures and regulations.

b) Quality

- Treat you with respect, courtesy and confidentiality;
- Identify ourselves when we speak to you;
- Be clear and helpful in our interactions; and
- Act with care, diligence, honesty, and integrity as we respond and deal with all your issues.

c) Accessibility

The High Commission's Office Hours are as follows:

Business and Consular Hours (Monday to Friday): 9.00 a.m. – 1.00 p.m. and 2.00 p.m. – 4.00 p.m.

Saturdays, Sundays and Public Holidays in Kenya and Australia: Closed

d) Emergency contacts

In case of an emergency after office hours or during weekends and public holidays, clients may reach the Consular Emergency Mobile number: 0477-694-068 the General Emergency Mobile number 0456-267-376, or on contacts left on the High Commission's answering machine.

e) Environment and Cleanliness

The High Commission premises are a 'No Smoking Zone'. This is in line with Kenya Government Directive applicable to all public buildings and places. Accordingly, the High Commission endeavors to uphold this principle by maintaining a smoke-free environment.

The High Commission also endeavors to ensuring high standards of cleanliness and protection of flora and fauna. We would, indeed, expect our esteemed clients to conform to these guidelines.

11. OBLIGATIONS

a) Our Obligations to our Clients:

In our interactions with our customers, we are committed to:

- Uphold professionalism and integrity;
- Provide effective and efficient service;
- Undertake our duties and responsibilities proactively;
- Provide timely and relevant information as and when required;
- Treat both information and our customers with confidentiality;
- Treat customers with respect and courtesy;
- Maintain open door policy to all in need of our services;
- Promptly and positively respond to staff needs;
- Provide conducive working environment;
- Respect the host government's laws, rules and regulations; and
- Respect divergent opinions.

b) Client Obligation

As our esteemed client, you are requested to:

- State your request(s) as clearly as possible when corresponding with us;
- Where necessary, ensure that you provide us with copies of the necessary supporting documents when submitting your request(s);
- Quote relevant references in all communications with us;

- Deal with officers at your service with courtesy, as they handle your request with diligence;
- Observe and respect timelines as advised;
- Observe and respect our procedures, rules and regulations;
- Observe and respect the laws of the host government; and
- Observe time in case of prior appointment.

c) To Each other as Colleagues

- Teamwork and collective responsibility
- Honesty, transparency, and accountability
- Courtesy and respect
- Respect for family values
- Equity

12. COMPLAINTS/FEEDBACK

Clients are encouraged to lodge genuine complaints and suggestions to the High Commissioner on the address and channels of communication provided in this Service Charter.

The High Commission commits itself to handling complaints by:

- Sustaining a Complaints/Suggestion Box;
- Maintaining and managing an online feedback window on the Mission's website;
- Maintaining a Register of Actions Taken to address your complaints; and
- Maintaining an email address for clients' feedback.

13. APPEALS

Appeals in respect of cases of dissatisfaction with actions taken on individual complaints will be addressed promptly.

14. MONITORING AND EVALUATION

The High Commission endeavors to use feedback received from clients to evaluate its performance against the commitments in this Charter on a quarterly basis.

We aim to ensure that the accuracy and quality of service we provide are of international standard by continuously incorporating relevant and emerging development in this service charter.

We also aim to improve procedures for monitoring the quality of our services and reporting the results.

Develop service delivery in line with continuously advancing technology and the changing needs of our clients.

15. COMMENTS AND SUGGESTIONS

For purposes of improving this Charter to efficiently meet the satisfaction of our clients, we welcome your suggestions and input.

If you wish to comment or make any suggestions towards improving the quality of this Charter, kindly do not hesitate to reach us through any of the communication services/channels specified in this Charter.

16. MORE INFORMATION

This Charter is available in electronic format on the Mission's website at www.kenya.asn.au where details regarding our other services and contact information are also available. The High Commission website can also be accessed as a hyperlink via the Ministry of Foreign Affairs Kenya's website: www.mfa.go.ke.au It is also strategically placed at the bottom of the page in the High Commission office.

17. AMENDMENTS TO THE CHARTER

This Charter will be updated from time to time with a view to optimizing the quality and standard of delivery of services to our valued clients.

18. CONTACT US

Physical Address

43 Culgoa Circuit, O'Malley
Canberra, ACT 2606

 E-mail: info@kenya.asn.au

 Telephone: +(61)-02 62474788

 Fax + (61)-02-62576613

Emergency Mobile Numbers

 +61 477 694 068 (Consular)

 +61 456 267 376 (General)

Postal Address

GPO Box 1990, Canberra, ACT 2601.
AUSTRALIA

19. APPENDIX

SUMMARY OF SERVICES OFFERED BY THE HIGH COMMISSION

NO	SERVICES/GOODS RENDERED	REQUIREMENTS	COST OF THE SERVICE	TIMELINE
1	Attending to Visitors	Arrival of Visitor	Nil	<ul style="list-style-type: none"> - Within 10 minutes for visitors with appointment - Within 20 minutes for visitors with no appointment
2	Answering to incoming Calls	Incoming calls	Nil	Answer with in three (3) rings
3	Response to Communications (Letter and emails)	Receipt of Communication	Nil	<ul style="list-style-type: none"> - Within five (5) working days for letters - Within two (2) working days for emails - For complex issues, we will provide initial reply on when full response should be expected
4	Provision of Reports	<ul style="list-style-type: none"> - Receipt of Request - Availability of Information 	Nil	Immediate, Monthly, Quarterly and Annual
5	Payment of Goods and Services	<ul style="list-style-type: none"> - Invoices - Quotations - Authority for Payments - Memos/ Requisitions 	Nil	10 Working Days
6	Authentication of Documents	Documents and Letters	AUD 40	Two (2) working days
7	Issuance of Emergency Travel Document	Complete Application	AUD 50	Two (2) working days
8	Electronic Travel Authorization (ETA)	Complete Online Application on etakenya.go.ke	USD 30	Three (3) working days
9	Passports:	Complete Application	Kshs. 7,500 Kshs. 9,500 Kshs. 12,500	Eight (8) weeks
	- New Application (34 pages)			
	- New Application (50 pages)			
	- New Application (66 pages)			
	- Replacement of lost/Damaged Passport		Kshs.20,000	
10	Police Clearance Certificate	Complete Application	AUD 25	Ninety days (90) days
11	Searches:			
	Application for Birth Certificate	Complete Application	AUD 30	Five (5) working days
	Replacement of Birth Certificate		AUD 40	
	Certificate of No Impediment to Marriage		-	Apply to registrar
	Declaration of Dual Citizenship		Kshs. 30,000	Thirty (30) days
	Regaining of Citizenship		Kshs. 70,000	Six (6) months
	Renunciation		Kshs. 70,000	

Administrative Map of Kenya

