

# SERVICE DELIVERY CHARTER, 2021

## FOREWORD

In line with the commitment by the Ministry of Foreign Affairs to ensure improved performance management and service delivery, the High Commission of Kenya in Canberra has developed this Service Delivery Charter, guided by its Strategic Plan to ensure effective and efficient execution of its core mandate and delivery of quality services.

This Service Delivery Charter affirms the commitment by the High Commission to provide quality, effective and efficient services that meet the expectations of our esteemed clients and stakeholders. The Charter also outlines our mission, vision, core mandate, functions and values.

In addition, the Charter provides mechanisms for feedback, including suggestions, complaints and compliments and introduces the crucial aspect of Monitoring and Evaluation for the purpose of review and continuous improvement.

We commit to treat and serve our clients and stakeholders with the highest standards of professional ethics, courtesy, accountability, transparency, efficiency and impartiality in accordance with values and principles of the public service as espoused under Article 232(1) of the Constitution of Kenya and in this Charter.

We invite and welcome our clients, partners and stakeholders to continuously provide feedback to enable us to improve our service delivery and promote accountability for enhanced customer satisfaction.

Amb. John Tipis

**HIGH COMMISSIONER**

## 1. INTRODUCTION

The High Commission of the Republic of Kenya in Australia was established in 1984 to articulate Kenya's Foreign Policy. The Mission is mandated to consolidate and deepen Kenya-Australia and Kenya-New Zealand relations in trade and investments, science and technology, tourism, culture and agriculture as well as other fields for mutual benefit. It is thus, accredited to the Commonwealth of Australia with concurrent accreditation to New Zealand.

To successfully achieve these principles and effectively implement its core mandate and functions, the Mission has developed a service charter to guide its operations.

The Mission has developed this Charter through a consultative process and teamwork to enhance stakeholder participation.

## 2. MANDATE

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

## 3. VISION

A model Diplomatic Mission advancing Kenya's interests in Australia, New Zealand and the Pacific Island Countries.

## 4. MISSION

To pursue Kenya's national and strategic interests in Australia, New Zealand and the Pacific Island Countries 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 the Pacific Island Countries;
- 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 Island Countries; 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;
- 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 Kenyans 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 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: **Closed**

In case of an emergency after office hours or during weekends and public holidays, clients may reach the Duty Officer(s) on Mobile number: 0477694068 or on contacts left on the High Commission's answering machine.

#### D). 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 any 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.

### **12. COMPLAINTS**

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](http://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](http://www.mfa.go.ke). It is also placed strategically in the High Commission office.

#### **17. AMENDMENTS TO THE CHARTER**

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

#### **CONTACT ADDRESS**

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