



**EMBASSY OF THE REPUBLIC OF KENYA  
STOCKHOLM**

**SERVICE DELIVERY CHARTER**

**Theme:**

**“Building bridges for peace, international cooperation, global competitiveness, and shared national prosperity”.**

**December, 2015**

## **OUR VISION STATEMENT**

A model Mission in enhancing mutual partnership for creation of opportunities and sustainability

## **OUR MISSION STATEMENT**

To advance the interests of Kenya and her nationals in Nordic countries through innovative diplomacy

## 1. INTRODUCTION

The Embassy of the Republic of Kenya in Stockholm was opened in 1970. The Embassy is mandated to articulate and implement Kenya's Foreign Policy in the Kingdoms of Sweden, Norway, Denmark and the Republics of Finland, and Iceland. The Mission derives her mandate from the executive order 2 of May 2013 as: Management of Kenya's Foreign Policy in the Nordics; Management of bilateral relations with the Nordic; Liaison with Nordic organizations and agencies; Co-ordination of official visits in the Nordics; Provision of consular services in the Nordics; Management of Kenya's Diaspora issues in the Nordic; and Management of Trade, Investment and tourism issues in the Nordics.

To achieve her mandate, the Mission is guided by a vision, mission and strategic objectives together with the following core values: Patriotism; Customer focus; Professionalism; Equity and fairness; Team spirit; ethics and integrity; and Innovation and creativity.

The Mission's knowledge and awareness of the increasing demand for International cooperation, partnerships and sustainability will remain invaluable in determining strategies dealing with wide spectrum of issues ranging from economic and trade matters to sustainable development, environment and climate change, human rights, equality, democracy, rule of law, Diaspora and consular services among others. Presently, the United Nation's Sustainable Development Goals have been incorporated in the Mission's engagement strategy with her partners.

The Mission endeavours to become a model in enhancing mutual partnership for creation of opportunities and sustainability and also to advance interests of Kenya and her nationals in Nordic countries through innovative diplomacy. To achieve this, the strategic plan has identified five strategic objectives and appropriate strategies and activities that exemplify the economic, technical, administrative as well as diplomatic essence of the Mission's work. The five strategic objectives will in a broad way cover issues relating to: Promote Economic Cooperation, International Trade and Investment; Promote and Safeguard Kenya's Image and Prestige in the Nordics; Promote Peace and Security; Enhance Diaspora Engagement and Consular Services; and Strengthen Institutional Capacity.

This Service Charter is based on the Mission's Strategic Plan 2015/16-2017/18 and the Foreign Policy document. It sets the commitment of the Embassy and her staff to provide clients with quality services. The Mission further takes cognisance of the fact that global competitiveness

and prosperity are key areas of interests that define her engagement with the external environment.

## **2. PURPOSE OF THE CHARTER**

The purpose of this Service Charter is to inform our stakeholders of the services we offer, our service standards and mechanisms for redress where our services fall short of expectations. This Service Charter also highlights our core functions, values and our commitment to continuously improve the quality of our services and service delivery to our customers.

## **3. OUR MANDATE**

To articulate and implement Kenya's Foreign Policy in the Kingdoms of Sweden, Norway, Denmark and the Republics of Finland and Iceland

## **4. OUR VISION**

**A model Mission in enhancing mutual partnership for creation of opportunities and sustainability**

## **5. OUR MISSION**

To advance the interests of Kenya and her nationals in Nordic countries through innovative diplomacy

## **6. OUR CORE FUNCTIONS**

The following are our core functions:-

- Promoting Kenya's Foreign Policy
- Representing Kenya in countries of accreditation
- Promotion and Protection of Kenya's national interests;
- Strengthening, initiating and facilitating Bilateral Cooperation and Partnership between Kenya and countries of accreditation in the areas of Economics, Politics, Education, Development and Defence;
- Promotion of Kenya as a Trade, Investment and Tourism destination;
- Promotion and facilitation of knowledge transfer from the Nordics to Kenya;
- Articulate common positions on EAC, COMESA, IGAD and African Union policies;
- Strategic engagement and protection of Kenyan Diaspora; and
- Provision of Consular Services.

## 7. OUR CORE VALUES

The values that guide us in discharging our duties are:

- a) **Customer focus:** We shall treat our customers with courtesy, respect and promptness.
- b) **Patriotism:** Our staff shall exercise loyalty and uphold allegiance to the Republic of Kenya at all times.
- c) **Team spirit:** We shall promote teamwork to enhance service delivery. The Ministry will further inculcate a sense of shared and collective responsibility for the execution of its mandate.
- d) **Professionalism:** Our members of staff shall exercise high level of professional competence and confidentiality in all their work.
- e) **Ethics and Integrity:** We will embrace transparency and accountability in all operations of the Ministry.
- f) **Equity and fairness:** We shall promote justice, impartiality and diversity in all our dealings.
- g) **Innovation & creativity:** We adopt forward thinking with ability to integrate new talent and ideas for suitable solutions in our service delivery.

## 8. OUR CUSTOMERS AND STAKEHOLDERS

Our customers include:

- Ministries, Departments and Agencies of the Republic of Kenya;
- Kenya Diplomatic Missions;
- County Governments of Kenya;
- The Executive, Legislative and Judicial arms of Kenya Governments;
- The Kenyan public including foreign nationals;
- Kenyans living and travelling abroad;
- Suppliers and merchants;
- Non-state actors (Inter-governmental Organizations, Non-governmental Organizations, Community Based Organizations and Foreign Based Organizations with interest to Kenya);
- Foreign missions accredited to the Nordics;
- Governments of Denmark, Finland, Iceland, Norway and Sweden;
- United Nations and International Organizations;
- Development partners;
- Private sector and civil society;
- The general public;

- Consumers of our products and services.

## **9. OUR SERVICES**

We provide the following services:

### **To Kenya citizens:**

- Facilitate registration of Kenyans in countries of accreditation;
- Guidelines on dual citizenship, how to apply for a new Kenyan passport and/or replacement;
- Update on Government policy regarding the Diaspora;
- Information on trade and investment opportunities;
- Facilitation of trade missions;
- Advisory Services in fields such as education, employment, business opportunities and travel;
- Authentication of legal documents;
- Information on Kenya's foreign policy;
- Provision of consular services to Kenyans living and travelling to the Nordics; and
- Management of Diaspora relations;

### **To the Ministry of Foreign Affairs other Ministries and Departments:**

- Primary interface and coordination with the Nordics
- Facilitation and participation in events for the promotion of trade, investment, tourism and culture in the Nordics;
- Periodical reports;
- Facilitation of official delegations from Kenya to countries of accreditation;
- Facilitation of delegation from countries of accreditation to Kenya;
- Welfare of Mission Staff;
- Transparent and accountable financial transactions; and
- Co-ordinate official bilateral meetings between institutions in Kenya and their counterparts in countries of accreditation.

### **To COUNTRIES OF ACCREDITATION:**

- Information on Trade and Investment opportunities in Kenya;
- Provision of information on the developments in Kenya;
- Dissemination of information on events in Kenya such as Government Policies, Education, Tourism, Culture etc.;
- Promote friendly and cordial bilateral relations;
- Articulate Kenya's Foreign Policy; and
- Issuance of visas.

## **10. OUR SERVICE STANDARDS**

We will endeavour to:

- Identify ourselves when we speak to clients;
- Provide prompt services to our clients;
- Ensure that our Website is updated promptly and user friendly;
- Ensure brochures and other communication materials are available on the website and at the Embassy reception;
- Treat all customers with respect and courtesy, maintaining confidentiality where required;
- Be courteous and helpful in our interactions;
- Reply and/or acknowledge official communication through letters, faxes and e-mails within two (2) working
- Act with care, diligence, honesty and integrity as we prepare to respond and deal with your issues;
- Refer enquiries that we cannot answer to an appropriate authority;
- Notify customers promptly when the services required do not fall within our mandate;
- Provide prompt information that is accurate and current;
- Deal with customer's enquiries and complaints promptly and effectively;
- Answer and return phone calls promptly;
- Attend to visitors promptly on arrival and wherever possible facilitate appointments;
- Except in unavoidable circumstances notify you of the national celebrations at least two weeks in advance;
- Make prompt payment of goods, services and works rendered to the Mission in accordance with Kenya Government procurement rules, procedures and regulations and also in line with applicable diplomatic conventions;
- Respect and uphold the quality standards, regulations or rules of etiquette and principles prescribed by the Government of Kenya; and
- Adhere to deadlines agreed upon or set by the Ministry of Foreign Affairs of Kenya for the submission of documents and/or information.

## **11. SERVICE IMPROVEMENT**

We aim to:-

- Ensure improved quality of our services by continuously incorporating new innovations and standards as well as client needs, suggestions and feedback;
- Further improve procedures for monitoring the quality of our services and reporting the results; and
- Carry out random surveys regarding our services.

## **12. OUR COMMITMENT TO CUSTOMERS**

We are committed to providing quality services to all our customers as follows:

- Providing a welcoming working environment;
- Uphold mutual respect, professionalism and integrity;
- Provide effective and efficient services;

- Be proactive in undertaking our duties and responsibilities;
- Provide timely and relevant information and/or documents as and when required;
- Treat both information and our customers with confidentiality;
- Treat our customers with respect and courtesy;
- Maintain an open door policy to all in need of our services;
- Upgrade the ways in which we deliver our services, in line with increasing improvements in technology and the changing needs of our clients;
- Develop a more streamlined system of handling enquiries and feedback on our services.

### **13. OUR CUSTOMER OBLIGATIONS**

As Customers, to ensure that you receive quality service, you are expected to fulfil the following obligations:

- Familiarize with relevant procedures, guidelines and requirements;
- Identify yourself when you interact with us and provide accurate contacts, visiting address and email particulars;
- Provide accurate, timely information and documentation to facilitate prompt action;
- Uphold professionalism and integrity in your interactions with us;
- Treat our staff courteously and with respect;
- Give your feedback, views and comments to help us monitor and improve the relevance and quality of our services;
- Observe and respect our procedures, rules and regulations; and
- Respect Kenya culture and values.

### **14. COMMITMENTS TO INTERNAL CUSTOMERS**

To each other as Mission staff, we endeavour to:-

- Uphold team work and collective responsibility;
- Hire and retain staff of high calibre to promote a quality diplomatic service;
- Avail equal training opportunities to our internal customers;
- Facilitate career progression within internal customers;
- Promptly and positively respond to staff needs;
- Provide a conducive working environment;
- Courtesy and respect;
- Fairness, equity and gender parity;
- Honesty, transparency and accountability; and
- Respect for family values.

### **15. FEEDBACK MECHANISM**

We believe that every client is entitled to prompt, considerate and efficient service. Our Mission welcomes complaints, comments and suggestions pertaining to the performance of our functions,



services and obligations as outlined in this Service Charter. Whenever possible these complaints should be done in writing and addressed to: -

The Ambassador,  
Kenya Embassy,  
Box 7694, 103 95 Stockholm, Sweden.  
Email: [info@kenyaembassys.se](mailto:info@kenyaembassys.se)

## 16. HOW TO CONTACT US

Physical : Kenya Embassy, Stockholm  
Birger Jarlsgatan 37, 2fl.  
Stockholm - Sweden

Telephone : +46 (0) 8 218300/04/09  
Tele fax : +46 (0) 8 209261  
Email : [info@kenyaembassys.se](mailto:info@kenyaembassys.se)  
Website : [www.kenyaembassystockholm.se](http://www.kenyaembassystockholm.se)

## 17. ACCESSIBILITY

The Mission is open from 9:00 to 17:00 hours, Monday to Friday – with lunch break of one hour between 13:00-14:00 hours. However, during winter season, the Mission is open from 9:00- 16:00 hours. The Mission remains closed on Kenyan and Swedish national holidays. A full list of these holidays is set out herein below:-

DATE	HOLIDAY	COUNTRY
1 <sup>st</sup> January	New year's Day	Kenya & Sweden
6 <sup>th</sup> January	Epiphany	Sweden
Not fixed	Good Friday	Kenya & Sweden
Not fixed	Easter Monday	Kenya & Sweden
1 <sup>st</sup> May	Labour Day	Kenya & Sweden
Not fixed	Ascension Day	Sweden
Not fixed	Whitsunday	Sweden
1 <sup>st</sup> June	Madaraka Day	Kenya
6 <sup>th</sup> June	National Day	Sweden
Not fixed	Midsummer Day	Sweden
20 <sup>th</sup> October	Mashujaa ( Heroes' ) Day	Kenya
Not fixed	All Saints's Day	Sweden
Not fixed	Idd-UI-Fitr	Kenya
12 <sup>th</sup> December	Jamhuri (Independence) Day	Kenya
24 <sup>th</sup> December	Christmas Eve	Sweden
25 <sup>th</sup> December	Christmas Day	Kenya & Sweden
26 <sup>th</sup> December	Boxing Day	Kenya & Sweden
31 <sup>st</sup> December	New year Eve	

**\*When a Kenya public holiday falls on a Sunday, the following Monday is observed as the official holiday.**

## 18. SUMMARY OF SERVICES OFFERED BY THE MISSION

	Services/Goods Rendered	Requirements	Fees (SEK)	Timeline
1.	Facilitate, coordinate and/or participate in bilateral engagements with stakeholders, customers and development partners	Agenda for engagement	Nil	Give at least two (2) days notice
2.	Response to communication (letters, faxes and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"> <li>• Within five (5) working days for letters</li> <li>• Within 24 hours for Emails</li> <li>• For complex issues, will give initial reply of when response should be expected</li> </ul>
3.	Answering incoming calls	Incoming call	Nil	<ul style="list-style-type: none"> <li>• Answer within three (3) rings</li> <li>• Communicate progress of the call within two (2) M</li> </ul>
4.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"> <li>• Within ten (10) minutes for visitors with appointment</li> <li>• Twenty (20) minutes for visitors without appointment</li> </ul>
5.	Payment of goods and services	Accurate supporting documents e.g. invoices, evidence of delivered goods & services etc	Nil	Within eight (8) working days.
6.	Provide analytical and technical reports	<ul style="list-style-type: none"> <li>• Receipt of request</li> </ul>	Nil	<ul style="list-style-type: none"> <li>• Within seven (7) days for technical reports</li> <li>• Within fourteen (14) days for analytical reports</li> <li>• Quarterly</li> </ul>
7.	Update Mission website	<ul style="list-style-type: none"> <li>• Receipt of new information</li> <li>• Request to upload information</li> </ul>	Nil	Within one (1) working day
8.	Provide/Disseminate information	<ul style="list-style-type: none"> <li>• Request received,</li> <li>• availability of information</li> </ul>	Nil	<ul style="list-style-type: none"> <li>• Promptly for verbal requests</li> <li>• Within five (5) working days for written requests</li> <li>• Regularly for dissemination</li> </ul>
9.	Process Ordinary passport	Passport form, 3 photos, original passport of applicant, Kenyan National ID, Birth Certificate & Kenyan National ID or passport of person recommending the applicant	450	6-8 weeks
10.	Process of single journey visa	<ul style="list-style-type: none"> <li>• Visa form, 3 photos, itinerary and original passport of applicant.</li> <li>• Letter of guarantee for business visa</li> </ul>	400	Within 24 hours
11.	Process of single journey visa (Under 16 years)	Exempted (Stamp at point of entry)	Nil	Immediately at point of entry
12.	Process referred Visa	Visa form, 3 photos, original passport of applicant, applicant's letter of request, invitation letter and copy of Kenyan National ID or Passport from the host	150	Within 90 days but may take longer period on case to case basis
13.	Process Multiple visa	Visa form, 3 photos, original passport of applicant, applicant's letter of request, Invitation letter and the certificate of registration of the Kenya company or organization	950	Within 90 days
14.	Process renewal of passport	Original passport, Passport form, 3 photos, original passport of applicant, Kenyan National ID, Birth Certificate & Kenyan National ID or passport of person recommending the applicant	450	Within 6-8 weeks
15.	Process replacement of lost passport	Application form, 3 passport photos, copy of Kenya National ID and Birth certificate, Affidavit, police report, questionnaire form, and Kenyan National ID or passport of person recommending the applicant	1200	Within 6-8 weeks

16.	Process replacement of mutilated passport	Application form, 3 passport photos, copy of Kenyan National ID and Birth certificate, Affidavit, <b>questionnaire form</b> and Kenyan National ID or passport of person recommending the applicant	1000	Within 6-8 weeks
17.	Emergency travel Document	Copy of Passport/ Kenyan National ID, 2 photos and police report for lost passport. For Minors, submit copies of birth certificate and parent's passport	200	<b>Within 1 week</b>
18.	Process Certificate of no Impediment	<b>Certified copies of Kenyan National ID/ Passport, Birth Certificate, passport of Partner, and self addressed return envelope</b>	1000	Within 6-8 weeks
19.	Process Birth Certificate	Birth notification and Passport of Parent, Kenyan National ID, & Birth Certificate	170	Within 6-8 weeks
20.	Process Certificate of good Conduct	Finger prints, duly completed form, certified copy of Kenyan National ID or passport <b>(For Foreigners and Kenyan Residence permit)</b>	200	Within 6-8 weeks
21.	Regain Citizenship	Form 5, 2 photos, Certificate of Naturalization, Copy of Kenyan National ID <b>and</b> passport, and passport of current citizenship	500	<b>Within 1 year but may take longer period on case to case basis</b>
22.	Declaration of Dual Citizenship	Certified copy of Form 2, Copy of Kenyan Passport and passport <b>copy</b> of current citizenship	Nil	<b>Within 1 year but may take longer period on case to case basis</b>
23.	Renunciation of Citizenship	Certificate of Naturalization, Notarised Form 6, original Kenyan passport, original Kenyan National ID, copy of birth certificate and copy of certificate of Naturalization	2000	<b>Within 1 year but may take longer period on case to case basis</b>
24.	Export of canine to Kenya	Travel Document and vaccinations	100	Within 24 hours
<b>Legalizing/ Authentication of the Following Documents: -</b>				
25.	Notary	Original document & Copy	100	Within 24 hours
26.	Education Documents	Original document & Copy	100	Within 24 hours
27.	Birth certificate	Original document & Copy	100	Within 24 hours
28.	Marriage Certificate	Original document & Copy	100	Within 24 hours
29.	Good Conduct	Original document & Copy	100	Within 24 hours
30.	Certificate of no Impediment	Original document & Copy	100	Within 24 hours
31.	Driving license	Original document & Copy	100	Within 24 hours
32.	Adoption Documents	Original document & Copy	100	Within 24 hours

## A

### AUSTRALIA

*Kenya High Commission, Canberra*

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Accredited to: New Zealand

### AUSTRIA

*Permanent Mission of Kenya to Vienna*

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## B

### BOTSWANA

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### BRAZIL

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### BURUNDI

*Embassy Kenya, Bujumbura*

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### BELGIUM

*Embassy of Kenya, Belgium & Kenya Mission to the EU, Brussels*

Email: [info@kenyabrussels.com](mailto:info@kenyabrussels.com)

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Accredited to: Luxembourg & the EU

## C

### CHINA

*Embassy of Kenya, Beijing*

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### CANADA

*Kenya High Commission, Ottawa*

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Accredited to: Cuba

## D

### DRC CONGO

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### ETHIOPIA

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## F

### FRANCE

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Website:

[www.kenyaembassyparis.org](http://www.kenyaembassyparis.org)

Accredited to: Portugal, Serbia & Holy See

**Permanent Delegation to the  
UNESCO**

Email: [paris\\_unesco@mfa.go.ke](mailto:paris_unesco@mfa.go.ke)  
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**G**

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**I**

**INDIA**

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**J**

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*Embassy Kenya, Tokyo*

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**K**

**KENYA**

*Kenya Mission to UNON*

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**KUWAIT**

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**L**

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**M**

**MALAYSIA**

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**N**

**NAMIBIA**

*Embassy of Kenya, Windhoek*

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Website: [www.khcwindhoek.com](http://www.khcwindhoek.com)  
Accredited to: **Angola**

## NETHERLANDS

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## NIGERIA

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Accredited to: Cote D'voire, Togo, Ghana, Liberia, Benin & Sierra Leone

## O

### OMAN

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## Q

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### RWANDA

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## S

### SAUDI ARABIA

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### SOMALIA

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### SOUTH AFRICA

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### SOUTH KOREA

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### SOUTH SUDAN

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### SPAIN

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