



EMBASSY OF THE REPUBLIC OF KENYA, STOCKHOLM

SERVICE DELIVERY CHARTER

January 2022

Mandate

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

Vision Statement

A model Diplomatic Mission for enhancing mutual development opportunities and sustainable partnerships.

Mission Statement

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

Our Services

- Consular services
- Management of Diaspora relations
- Information on trade and investment opportunities in Kenya.
- Facilitation of trade missions.
- Facilitation and participation in events for the promotion of trade, investment, tourism and culture in the Nordics.
- Advisory Services in fields such as education, employment, business opportunities and travel.
- Articulate Kenya's foreign policy.

Our Customers

- Kenyan Diaspora in the Nordics
- The Ministry of Foreign Affairs and the Government of Sweden
- Other countries Missions, the public, Ministry of Foreign Affairs of countries of accreditation, business entities/ individuals

Our Commitment to Customers

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

- 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.

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.
- 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.

Feedback Mechanism

We believe that every client is entitled to prompt, considerate and efficient service. The Embassy 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

How to Contact us

Physical address: Kenya Embassy, Birger Jarlsgatan 37, 2fl, Stockholm

Postal address: P.O. Box 7694 SE-103 95 Stockholm

Telephone: +46 (0) 8 218300/04/09

General email: info@kenyaembassys.se

Consular services email: consular@kenyaembassy.se

Website: www.kenyaembassystockholm.se

Accessibility

The Mission is open as follows:

Monday to Friday: 0900 to 1300hrs and 1400 to 1700 hrs

Monday to Friday (winter season) 0900 to 1300hrs and 1400 to 1600 hrs.

The Mission remains closed on Kenyan and Swedish national holidays.

SUMMARY OF SERVICES OFFERED BY THE EMBASSY

Services/Goods Rendered	Requirements	Fees (SEK)	Timeline
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
Response to communication (letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"> • Within five (5) working days for letters • Within 24 hours for Emails
Answering incoming calls	Incoming call	Nil	<ul style="list-style-type: none"> • Answer within three (3) rings
Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"> • Within ten (10) minutes for visitors with appointment • Twenty (20) minutes for visitors without appointment
Payment of goods and services	Accurate supporting documents, including invoices, and evidence of delivered goods and/or services.	Nil	Within eight (8) working days.
Update Mission website	<ul style="list-style-type: none"> • New and up to date information • Announcements 	Nil	Within 48hrs
Provide/Disseminate information	<ul style="list-style-type: none"> • Request received, • availability of information 	Nil	<ul style="list-style-type: none"> • Promptly for verbal requests • Within five (5) working days for written requests • Regularly for dissemination
Process of e-passports	<ul style="list-style-type: none"> • As per the requirements on the ecitizen portal https://www.ecitizen.go.ke/ 	Online	<ul style="list-style-type: none"> • Within 8 weeks
Process of Single Journey Visa	As per the requirements on the e-visa portal http://evisa.go.ke/evisa.html	Online	Within 2 Working Days
Process of Referred Visa	As per the requirements on the e-visa portal http://evisa.go.ke/evisa.html	Online	Within 14 Working Days
Process of Multiple Journey Visa	As per the requirements on the e-visa portal http://evisa.go.ke/evisa.html	Online	Within 14 Working Days
Emergency Travel Document	Duly filled Form 19, 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	Within 1 week
Process Certificate of no Impediment	Duly filled Form MA5, Certified copies of Kenyan National ID/ Passport, Birth Certificate, passport of Partner, and self-addressed return envelope	1000	Within 6-8 weeks
Process Birth Certificate	Duly filled Form BDA1, Certified copy of Birth certificate, and Parents identification documents	170	Within 6-8 weeks
Process Certificate of Good Conduct	Duly completed form, Fingerprints, 2 photos, certified copy of Kenyan National ID (For Foreigners previous Kenyan Residence permit)	200	Within 6-8 weeks
Regain Citizenship	Duly filled Form 5, 3 photos, certified copy of Certificate of Naturalization, Kenyan National ID and passport, and passport of current citizenship	500	Within 1 year but may take longer period on case-to-case basis
Declaration of Dual Citizenship	Notarised Form 3, Certified copy of Kenyan Passport and passport of current citizenship, ID, Birth Certificate and certificate of naturalisation	Nil	Within 1 year but may take longer period on case-to-case basis
Renunciation of Citizenship	Certificate of Naturalization, Notarised Form 6, original Kenyan passport, original Kenyan National ID, copy of birth certificate and copy of certificate	2000	Within 1 year but may take longer period on case-to-case basis

	of Naturalization		
Pet import licence	Travel Document and vaccinations	500	Within 24 hours
Legalizing/ Authentication of the Following Documents: -			
Notary	Original document & Copy	100	Within 24 hours
Education Documents	Original document & Copy	100	Within 24 hours
Birth certificate	Original document & Copy	100	Within 24 hours
Marriage Certificate	Original document & Copy	100	Within 24 hours
Good Conduct	Original document & Copy	100	Within 24 hours
Certificate of no Impediment	Original document & Copy	100	Within 24 hours
Driving license	Original document & Copy	100	Within 24 hours
Adoption Documents	Original document & Copy	100	Within 24 hours

“The Mission is committed to efficient and effective quality service delivery to its customers.”
Any service that does not conform to the above standards in service delivery should be brought to the attention of:

The Ambassador,
Kenya Embassy,
Box 7694, 103 95 Stockholm,
Sweden.
Email: info@kenyaembassys.se

“EFFICIENT AND EFFECTIVE SERVICE IS YOUR RIGHT”