



# KENYA EMBASSY PARIS



## ***FOREWORD***



The Kenya Mission in France (hereinafter referred to as “*our Mission*”) has for over four (4) decades been the principle conduit through which Kenya has managed her cordial relations with the Republic of France, the Holy See, the Republic of Portugal and the Republic of Serbia.

Pursuant to the deliberate shift in Kenya’s foreign policy orientation, which now rests upon four interlinked pillars, namely; economic diplomacy, peace diplomacy, environmental diplomacy and Diaspora diplomacy, our Mission has been enjoined to rationalize, modernize and enhance its structures and processes to enable the achievement of critical national development goals set by the Government and the people of Kenya. The provision of services of the highest quality to our stakeholders is an essential component of our restructuring process, and in this regard, this Service Charter has been developed to guide our operations and to entrench a culture of excellence in our interaction with our clients.

Ambassador

## ***1. INTRODUCTION***

This Charter is based on our Mission's objectives, which are in turn, informed by the Strategic Plans and Foreign Policy documents developed by the Ministry of Foreign Affairs of Kenya. Hence, through this Charter, our Mission submits itself to the direct and continuous scrutiny of the Permanent Secretary of the Ministry of Foreign Affairs of Kenya and our clients.

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

The Service Charter identifies our Mission's mandate and core functions, clearly defines the nature of our services, underlines our standards and values and informs our clients of the grievance redress mechanisms available should they find our services deficient. In this way we define the parameters of our engagement with our clients and empower them to provide constructive criticism, spurring us towards better service delivery. Our Mission is committed to the periodic evaluation of our performance, through the self-assessment tool devised by the Government of Kenya, popularly known as "*the Performance Contract*".

## ***3. OUR MANDATE***

To articulate, implement and advise on Kenya's Foreign Policy in our countries of accreditation.

#### **4. *OUR VISION***

To be an institution of excellence that provides high quality diplomatic services and makes tangible contributions to Kenya's national development agenda.

#### **5. *OUR MISSION***

To advance the interests of Kenya through innovative diplomacy.

#### **6. *OUR CORE VALUES***

**The values that guide us in discharging our duties are:**

- Patriotism
- Team Spirit and Collective Responsibility
- Integrity
- Innovation and Creativity
- Accountability
- Professionalism

#### **7. *OUR CORE FUNCTIONS***

**Our core functions include:**

- Promoting Kenya's Foreign Policy.
- Representing Kenya in our countries of accreditation
- Promotion and Protection of Kenya's National Interests
- Strengthening, Initiating and Facilitating Bilateral Cooperation and Partnership between Kenya and our accredited region in the areas of Economics, Politics, Education, Development and Defense

- Promotion of Kenya as a Trade, Investment and Tourism destination
- Promotion and facilitation of Science, Technology and Knowledge transfer from our accredited region to Kenya
- Strategic engagement of the Kenyan Diaspora
- Provision of Consular Services

## **8. *OUR CLIENTS***

**They include:**

- Ministry of Foreign Affairs of Kenya
- Other Kenya Government Ministries, Departments and agencies
- Host Governments and their agencies
- International Organizations and Diplomatic Missions in our accredited region
- Kenyan Diaspora
- Private Sector and Civil Society
- Business community and Investors
- Tourists and visitors to Kenya

## **9. *OUR SERVICES***

**We provide the following services:**

***To the Ministry of Foreign Affairs and Kenya Government Ministries and Departments:***

- Periodical Reports

- Liaison and coordination with governments and international organizations within our accredited region
- Information on opportunities for bilateral and multi-lateral co-operation and engagement
- Facilitation of official visits to our accredited region and from our accredited region to Kenya
- Negotiation of specified conventions and agreements

*To our Host Government and the governments of our accredited region*

- Liaison and coordination with the Government of Kenya and all its agencies
- Liaison services with Kenyan institutions, private sector organizations and the civil society
- Facilitation of official visits to Kenya
- Providing information on Kenya's Foreign Policy
- Representation of Kenya

*To the People of Kenya*

- Consular services
- Registration of persons
- Facilitating the authentication of legal documents
- Career guidance and counseling
- Representation of Kenya in forums, conferences and promotional events in our accredited region

- Interface between the business communities in Kenya and in our countries of accreditation
- Marketing of Kenyan products, services, and trade and investment opportunities
- Facilitation of participation in forums, conferences, fairs and promotional events organized in Kenya and in our countries of accreditation
- Facilitation of official visits between Kenya and our countries of accreditation
- Liaison with the Government of Kenya, its ministries, departments and agencies as well as with the private sector, civil society, tourism and travel agencies in Kenya and fostering cooperation and partnerships wherever possible
- Promotion of linkages between the Kenyan Diaspora and partners within our accredited region

## ***10. OUR SERVICE STANDARDS***

**We are committed to providing the highest standards of service to all our clients and stakeholders. You can expect the following from us:**

### ***Quality and Responsiveness***

**We will:**

- Treat you with respect and courtesy, maintaining confidentiality where required

- Identify ourselves when we speak to you
- Be clear and helpful in our interactions
- Act with care, diligence, honesty and integrity as we prepare to respond and deal with your issues
- Refer enquires that we cannot answer to an appropriate agency/authority
- Notify you promptly when the services you require do not fall within our mandate.
- Whenever possible provide information in English and French.
- Provide information that is accurate, current and timely
- Ensure that our Website, brochures and other communication materials are well set out, frequently updated and user friendly
- Respect the quality standards, regulations or rules of etiquette and principle prescribed by the Government of Kenya

### ***Responsiveness***

#### **We will endeavor to:**

- Deal with your enquiries and complaints quickly and effectively
- Answer and return your phone calls promptly
- Attend to visitors promptly on arrival and wherever possible provide our visitors with appointments
- Except in cases of dire emergency to notify you of our meetings at least four (2) weeks in advance



- Reply to your letters, faxes and e-mails within four (4) 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)
- Prompt payment of goods, services and works (delivered and/or executed in accordance with relevant contracts, terms and conditions) upon submission of accurate invoices, and any other supporting documents in line with Kenya government procurement rules and regulations and relevant diplomatic conventions
- Meet deadlines agreed upon or set by the Ministry of Foreign Affairs of Kenya for the submission of documents or information.

### ***Service improvement***

#### **We aim to:**

- Ensure the quality of our services by continuously incorporating new innovations and standards as well as client needs.
- Improve procedures for monitoring the quality of our services
- Carry out random surveys regarding our services.
- Hold periodic information and discussion forums with clients to gauge client satisfaction

## *Accessibility*

We will be available:

- During official working hours , from 9.00 am to 5.00 p.m.,  
**Monday to Friday**
- Our Mission will however **remain closed during the lunch hour on working days that is between 1.00 p.m. and 2.00 p.m.**
- We are also **closed on French and Kenyan public holidays.** A full list of these public holidays is set out herein below:

<b>DATE</b>	<b>HOLIDAY</b>	<b>COUNTRY</b>
1 January	New Year's Day	Kenya & France
Moveable	Good Friday	Kenya
Moveable	Easter Monday	Kenya & France
1 May	Labour Day	Kenya & France
8 May	WWII Victory day	France
Moveable	Ascension day	France
Moveable	Pentecost Monday	France
1 June	Madaraka (self rule) Day	Kenya
14 July	Bastille Day	France
15 August	Assumption of Mary	France
20 October	Mashujaa Day	Kenya
1 November	All Saints Day	France
11 November	Armistice Day	France
12 December	Jamuhuri (Independence day)	Kenya
25 December	Christmas Day	Kenya & France
26 December	Boxing Day	Kenya
Moveable	Idd-ul-Fitr* (End of Ramadhan)	Kenya

*When Kenyan public holidays fall on a Sunday, the following Monday is observed as the official holiday.*

- **For strictly emergency concerns**, when our Mission is closed, our emergency number **+33 6 46 04 36 75** may be used.
- Consular and Visa Services are provided during the following hours on working days:
  - From 10.00 a.m to 12.00 noon - Monday to Friday
  - From 3.00 p.m to 4.00 p.m – Monday to Friday
  - Consular and Visa Services are not provided during public holidays.

## ***11. OBLIGATIONS AND RESPONSIBILITIES***

**To ensure quality services, we request you to;**

- Provide accurate, timely information and documentation to facilitate prompt action
- Make full disclosure of all material facts germane to your enquiries
- Identify yourself when you interact with us and provide accurate information regarding your contact addresses and telephone numbers
- Uphold professionalism and integrity in your interactions with us
- Treat our staff courteously and with respect

- Set reasonable deadlines for responses to your queries and respect the timelines we prescribe for the delivery of the service you require
- Observe and respect our procedures, rules, regulations and our status as a diplomatic mission.
- Submit your suggestions and complaints to us and participate in our random client surveys.
- Respect our Kenyan culture and values.

**In our interaction with our clients, we commit to:**

- Upholding our core values
- Providing effective and efficient service
- Treat both clients and client information with confidentiality and respect

## ***12. OUR SERVICE DELIVERY COMMITMENTS***

<b>SERVICE</b>	<b>TIME PERIOD</b>	<b>REMARKS</b>
Processing of direct visa applications	2 working days for individuals and 3 working days for groups (ten or more people)	With the exception of applications by stateless persons and refugees and referral cases
Processing of visa applications by post	4 days (from date of receipt to date of dispatch)	Subject to receipt of complete application
Emergency consular services	Immediately	Case by case basis
Dispatch of Applications for New passports or replacements.	Within five working days	Subject to receipt of complete application
Translation and Legalization of documents	3 working days	From time of receipt
First Response to e-mails	2 working days	From time of receipt
First Response to letters and faxes	4 working days	From time of receipt
Response to complaints	3 working days	From time of receipt
Acknowledgement of safe receipt	Within 2 working days	From time of receipt
Invitations	At least 2 weeks in advance	
Submission of documents or information to Nairobi	Within set deadline	As set by regulations or specific correspondence

### ***13. REVIEW OF CHARTER***

The Charter will be reviewed every two years or as the need arises to ensure that it keeps abreast of clients' needs and Foreign Service innovations.

### ***14. FEEDBACK AND CONTACTS***

#### ***Complaints, Comments and Suggestions***

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 should be made in writing and addressed to the Ambassador at:

Kenya Embassy Paris

3, Rue Freycinet

75116 PARIS

Email: [info@ambassade-kenya.fr](mailto:info@ambassade-kenya.fr)

#### ***Contacting Us***

Address: **Kenya Embassy France**

**3, rue Freycinet**

**75116 PARIS**

**FRANCE**

Tel: **+33 1 56 62 25 25**

Fax: **+33 1 47 20 44 41**

E-mail: [info@ambassade-kenya.fr](mailto:info@ambassade-kenya.fr)

You may also obtain further information about us and our services on our website: [www.kenyaembassyparis.org](http://www.kenyaembassyparis.org).