



EMBASSY OF THE REPUBLIC OF KENYA DUBLIN, IRELAND

SERVICE CHARTER

Introduction

The Embassy of the Republic of Kenya to the Republic of Ireland was established in August 2007. The decision to open a resident diplomatic Mission at the Ambassadorial level arises from the recognition of the long standing friendly bilateral relations between the two countries.

Ireland has since Kenya's independence in 1963, played a significant role in improving the welfare of the Kenyan people. The opening of the Embassy also reflects a new approach in Kenya's foreign policy, which gives equal emphasis to Kenya's economic interests in its diplomatic engagement with other countries.

The main objective of the opening of the Kenya Embassy in Ireland is to strengthen and diversify the existing relations between the governments and the people of the two countries in various areas of mutual interests including trade, education, tourism and transfer of technology. The new Mission is also expected to advance the government's renewed efforts to accord consular services to Kenyans in Diaspora and strengthen their role in national development.

Purpose of the Charter

- ❖ Highlights the services provided by the mission to its clients/ customers;
- ❖ Sets out the standards of service to which the Mission is committed to achieve;
- ❖ Guides service delivery to its clients with the aim of ensuring continuous improvement. This entails a strong commitment to measure and evaluate our performance based on the standards set in the Charter;
- ❖ Underscores our commitment to provide services in a timely, effective and professional manner;
- ❖ To provide a basis for quality assessment of the Mission's service delivery in line with the new service standards set under the Ministry's performance contract.

In publishing this Service Charter we assert our commitment to continuously improve our service delivery to fully address the concerns of our clients.

Mandate

To articulate and implement a foreign policy strategy for strengthening Kenya-Ireland relations.

Vision

"Optimal returns for the realisation of National Vision 2030."

Mission

To pursue Kenya's national interest in Ireland through effective diplomatic representation.

Core Values

- ❖ Patriotism;
- ❖ Respect for national identity and diversity;
- ❖ Professionalism;
- ❖ Collective responsibility;
- ❖ Commitment to equity, discipline, dignity and integrity.

Functions

- ❖ To articulate Kenya's Foreign Policy towards Ireland;
- ❖ To develop and implement new avenues for promoting Kenya's economic interests in Ireland;
- ❖ To seek a favourable position for Kenya for Irish development assistance towards the promotion of education, democracy, good governance, agriculture, sustainable environment and health care;
- ❖ To promote Kenya as a premium tourism destination;
- ❖ To strengthen Kenya-Ireland bilateral relations as a leverage for deepening cooperation with the European Union;
- ❖ To explore opportunities for employment of qualified Kenyans in Ireland;
- ❖ To promote skills and technology transfer in selected areas of national development; and
- ❖ To strengthen the role of Kenyan Diaspora in Ireland and in Kenya's national development;
- ❖ To provide consular services.

Customers

- ❖ Kenyans in Diaspora;
- ❖ Other Ministries/Departments of the Government of the Republic of Kenya;
- ❖ Government and People of the Republic of Ireland;
- ❖ Regional and International organisations;
- ❖ Private Sector and Civil society institutions and organisations;
- ❖ Nationals of other foreign countries resident in Ireland.

Services

- ❖ Consular assistance in the event of the arrest, imprisonment, hospitalisation or death of a Kenyan citizen in Ireland;
- ❖ Advice in relation to children issues rape or sexual abuse, missing persons situations;
- ❖ Information and assistance in the event of a major crisis or emergency abroad;
- ❖ Guidelines on how to apply for a new Kenyan passport or renewal/ replacement;
- ❖ Guidelines on citizenship issues;
- ❖ Facilitate application for clearance for marriage abroad and certificate of good conduct;
- ❖ Authenticate legal documents;
- ❖ Provide information on the situation in Kenya;
- ❖ Update on government policy to assist Kenyans in Diaspora;
- ❖ Provide information on trade and investment opportunities in Kenya;

- ❖ Support inward and outward visits by official delegations;
- ❖ Issuance of visas;
- ❖ Liaising with host government;
- ❖ Facilitation of participation in trade fairs and exhibitions.

In providing our services we will endeavour to:

- ❖ provide detailed and up to date information on Kenya;
- ❖ explain in simple and easy to understand language mandatory requirements for application for Kenyan Passport, Certificates and other documents issued by the Kenya government authorities.

Service Standards

Contact by telephone

If you contact us by telephone we will endeavour to:

- ❖ Answer your call promptly;
- ❖ Identify our name and area of work when we answer your call;
- ❖ Be courteous and helpful at all times;
- ❖ Attend to your query in full at the earliest possible, if necessary take your details and follow up with you;
- ❖ Respond to all voicemail messages immediately;
- ❖ Provide 24 hours access lines/contacts in the event of emergency.

Written correspondence

If you send us a Letter, fax or email we will endeavour to:

- ❖ Send you an acknowledgement within 3 working days;
- ❖ Ensure you receive a full reply within 21 working days and if we cannot do so, send you a detailed explanation why and give a commitment as to when to expect a full reply;
- ❖ Give contact name, reference and office details in our correspondence;
- ❖ Use clear and simple written language to ensure you understand our correspondence.

Visitors to the Chancery

If you visit us in person we will:

- ❖ accord you courtesy, treat you with respect and be fair in attending to your concerns;
- ❖ attend to you at the time of appointment if you had any;
- ❖ provide appropriate facilities to afford you necessary comfort while meeting with us;
- ❖ maintain clean and tidy public services to the set health and safety standards;
- ❖ provide you services in a well coordinated and timely manner;
- ❖ attend to the urgency of your requests at the earliest possible.

Feedback

Comments and suggestions

We welcome comments and suggestions on this Charter. We also invite your views on how we can improve our services in the future. You may forward your comments and suggestions to our email address.

Complaints

We are ready to address any complaints on the quality or delivery of our services. A complaint should be submitted at the first instance to the Head of Section in the service concerned. If the customer is not satisfied with the response, a written complaint may be forwarded to the attention of The Ambassador.

A feedback Form is available for all our customers at our reception for comments, suggestions and complaints.

Review

We will regularly measure and evaluate our performance in service delivery against the commitments in our Charter. Our performance in service delivery will be reported on annual basis in our website.

Help us to be a better service provider to you

You can help us to provide you with high quality service if you:

- ❖ Register your presence at our offices upon arrival;
- ❖ Fill in all Forms appropriately and attach all required documents when submitting the applications, whether by postage or in person;
- ❖ Quote relevant reference number in all correspondence with us, if any;
- ❖ Submit application on time with knowledge that Passports and other Certificates are issued by the relevant Kenya government authorities in Nairobi;
- ❖ Accord us with requisite courtesy and respect;
- ❖ Give comments and suggestions at the earliest possible on the service that you receive from us.

Information on this Charter is available in our website www.kenyaembassyireland.ie.

Our Contact:

Embassy of the Republic of Kenya
11 Elgin Road, Ballsbridge
DUBLIN 4, IRELAND
Tel: +353 1 61 36 380
Fax: +353 1 66 85 506
Email: info@kenyaembassyireland.net
Website: www.kenyaembassyireland.net