



Forward

In tandem with the Ministry of Foreign Affairs Strategic Plan 2018/19 – 2022/2023 and the Kenya Vision 2030. Kenya Embassy in Dublin, Ireland presents this Service Charter to all our Clients and Stakeholders.

The Service Delivery Charter encapsulates our core values that will enable realization of the Mission objectives. The Charter expresses our commitment and dedication to avail to our clients efficient and satisfactory service presented on our core values namely;

- Customer oriented
- Patriotism
- Team spirit
- Professionalism
- Discipline
- Innovation
- Integrity
- Equity

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AMBASSADOR**

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1. Introduction

The Embassy of the Republic of Kenya in Ireland was established in August 2007. The decision to open a Diplomatic Mission arose from the recognition of the long-standing friendly bilateral relations between Kenya and Ireland. Ireland has since Kenya's independence in 1963, played a significant role in improving the welfare of the Kenyan people.

The main objective of opening the Kenya Embassy in Ireland was 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 and investment, education, tourism and transfer of technology. The Mission was also expected to advance the government's renewed efforts to accord consular services to Kenyans in the Diaspora and strengthen their role in national development. The opening of the Embassy also reflects on the new approach in Kenya's foreign policy, which gives emphasis to Kenya's economic interests in its diplomatic engagement with other countries.

2. Purpose of the Charter

This Service Charter aims at providing an overview of the activities of the Embassy in Ireland as follows:

- 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;
- 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.

3. Our Mandate

To protect and promote Kenya's interests in Ireland in accordance with Kenya's Foreign Policy Strategy and the Constitution of Kenya.

4. Our Vision

A Dynamic Mission Promoting Peace and Prosperity of Kenya in Ireland

5. Our Mission

To pursue Kenya's National interests in Ireland through effective Diplomatic representation.

6. Our Core Values

The Mission will be guided by the following core values:

- i. **Customer Focus:** We shall treat our stakeholders with courtesy respect and promptness.
- ii. **Patriotism:** We shall exercise loyalty and uphold allegiance to the Republic of Kenya at all times.
- iii. **Team Spirit:** We shall promote teamwork to enhance service delivery and inculcate shared and collective responsibility in executing our mandate.
- iv. **Professionalism:** We shall exercise high level of professional competence and confidentiality in all our work.
- v. **Ethics and Integrity:** We will embrace transparency and accountability in all operations of the Mission.
- vi. **Equity and Fairness:** We shall promote justice impartiality and diversity in all our dealings.

7. Our Core Functions

The Mission's core functions include:

- Implementation of Kenya's Foreign Policy;
- Diplomatic representation of Kenya in Ireland;
- Strengthen the existing cordial bilateral relations between Kenya and Ireland;
- Promotion of Kenya's political, economic and trade interests in Ireland;
- Promotion of Kenya's economic interests in Ireland;
- Promotion of Kenya as a premium tourist and conference destination;
- Promotion of Kenya as a viable trade and investment destination;
- Strengthen the role of Kenyan Diaspora in Ireland in Kenya's National development;
- Provision of Consular Services;
- Provision of protocol services.

8. Our Customers

Our Customers include:

- Government and the people of Ireland;
- The Ministry of Foreign Affairs, other Government Ministries, Departments and Agencies (MDAs) of the Republic of Kenya;
- Private Sector, Business Community and Diaspora Affairs, Investors, Non-Governmental Organizations and other Institutions in Ireland;
- Resident Missions and the Diplomatic Community in Ireland;
- Tourists travelling to Kenya;
- Kenyans in Diaspora;
- Staff of the Mission;
- Kenyan students in Ireland.

9. Our Services

We provide the following services:

A. To the Government and people of Ireland

- Coordination and participation in bilateral engagements
- Liaison services with the relevant Government departments and Institutions

- Information on Kenya's Foreign Policy
- Information on tourism and investment opportunities
- Facilitation of Irish officials attending International Conferences in Kenya by issuing travel documents and visas;
- Protocol services

B. To the Ministry of Foreign Affairs and Diaspora Affairs, other Government Ministries, Departments and Agencies (MDAs) of the Republic of Kenya

- Provision of information on areas of possible cooperation between Kenya and Ireland
- Liaison services between Kenyan MDAs and other Institutions in Ireland
- Participation in bilateral negotiations
- Liaising and coordination of services and other activities on behalf of MDAs with the Government and the people of Ireland
- Facilitation of trade and investment Missions
- Facilitation and participation in events for the promotion of trade, investment and tourism
- Facilitation of official travel by Kenyan officials to Ireland
- Provision of information on appropriate protocol procedures and practices, and other relevant areas in Ireland
- Provision of Protocol Services

C. To the Private Sector, Business Community, Investors, Non-Governmental Organisations and institutions in Ireland

- Dissemination of information on trade and investment opportunities in Kenya
- Facilitation and participation in trade and investment promotion events
- Facilitation and participation in bilateral negotiations/meetings between Kenya and the Irish Business Community and the Private Sector
- Facilitation of the ratification of Bilateral Agreements/MOUs between Kenyan and Irish Institutions
- Facilitation of trade and investment Missions to Kenya
- Facilitation of business trips to Kenya
- Dissemination of information on relevant requirements to invest in and export to Kenya
- Provide links with competent and relevant authorities as required
- Facilitation and participation in trade fairs and exhibitions;
- Support and facilitate inward and outward visits by delegations;
- Facilitation of travel documents and visas

D. Resident missions and the Diplomatic Community in Ireland

- Facilitation of official travel to Kenya
- Dissemination of information and advice on/about Kenya
- Facilitation and participation in International conferences and other meetings/events in Kenya
- Issuance of travel documents and visas

E. Tourists travelling to Kenya;

- Dissemination of information about tourism in Kenya
- Provide information on tourist destinations in Kenya
- Facilitation and participation in tourism promotion events/activities
- Dissemination of information on tourism and investment opportunities in Kenya
- Facilitate Issuance of visas

F. Kenyans in Diaspora and students;

- Provision of Consular Services and other assistance
- Authentication of documents;
- Registration of the Kenyan Diaspora with the Embassy
- Share updates of Government Policies on investment policies, trade and investments opportunities;
- Issuance of travel documents;
- Provision of advisory services in the field of education
- Advise of existing/available scholarship opportunities

10. Our Service Standards

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

Quality

We shall:

- Treat you with respect and courtesy while 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 responses to deal with issues
- Refer enquiries to appropriate agency/authority when necessary;
- Ensure that our Website is frequently updated and user friendly.

Responsiveness

We shall endeavor to:

- Deal with all enquiries and complaints quickly and effectively
- Answer phone calls promptly
- Attend to visitors promptly upon arrival
- Inform of meetings, at least two (2) days in advance
- Reply to letters, e-mails and other social media platforms within five (5) working days except on complex issues
- Prompt payments for goods, services and works upon submission of accurate invoices and any other supporting documents in line with Government procurement rule and regulations.

Accessibility

We shall be:

- Available at the Embassy office Monday to Friday during official working hours from 9.00 am to 5.00 pm with a one (1) hour lunch break between 1.00 pm to 2.00 pm
- Closed on Saturdays and Sundays and during Kenyan and Irish public holidays

Visa and Consular Section

- The Visa and Consular section is open Monday to Friday from 10.00 am to 4.00 pm with a one (1) hour lunch break from 1.00 pm to 2.00 pm
- The section is open for consultation by phone or email Monday to Friday during official working hours from 9.00 am to 5.00 pm with a one (1) hour lunch break from 1.00 pm to 2.00 pm

Service improvements

We aim to:

- Ensure that the accuracy and quality of our services remain world-class by continuously incorporating relevant developments in the Foreign Service
- Further improve procedures for monitoring the quality of our services and reporting the results
- Upgrade the ways in which we deliver our services in line with increasing improvements in technology and the changing needs of our customers and clients
- Develop a more streamlined system of handling enquiries and feedback on our services

11. Obligations

As Customers

To ensure that you receive quality, you can assist us by:

- Providing accurate, timely information and documentation to facilitate prompt action;
- Upholding professionalism and integrity in your interaction with us;
- Giving your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to our customers.
- Participate in surveys of how you perceive our services and what additional services you require;
- Observing and respecting our procedures, rules and regulations.

As Service provider

In our interaction with our customers, we commit to:

- Uphold professionalism and integrity;
- Provide effective and efficient service;
- Be proactive in undertaking our duties and responsibilities;
- Provide timely and relevant information 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;
- Hire and retain staff of high caliber to promote a quality foreign service;
- Promptly and positively respond to staff needs;
- Provide a conducive working environment.

To each other as colleagues

- Teamwork and collective responsibility;
- Honesty, transparency and accountability;
- Courtesy for family values;
- Equality.

12. Feedback

Comments, Suggestions and Complaints

We welcome feedback on our performance to enable us deliver quality service to our customers and clients. If you have any comment whether a compliment for good services offered, positive or negative action kindly forward your comments, suggestion or complaints to us.

Your comments, suggestions or complaints should be submitted in the following manner:

- At the first instance to officer in charge of the matter;
- If dissatisfied with the response, a formal complaint should be made to the Head of Chancery;
- In case you are dissatisfied with the decision of the Head of Chancery and you have information or evidence that may have not been considered in the decision made, you may make and appeal to the Ambassador.

Note: A Feedback Form is available to all our customers at our reception for comments, suggestions and complaints.

For external redress mechanism on grievances or complaints, you may contact:

Commission for Administrative Justice
 West End Towers, 2nd Floor, Waiyaki Way Westlands
 P. o. Box 20414-00200, Nairobi
 Telephone Number: +254-20-2270000
 Email: info@ombudsman.go.ke
complain@ombudsman.go.ke
 Toll Free Number: +254-800-221349
 SMS Short-Code Number: 15700

13. Review of the Charter

The Charter will be reviewed as the need arises in order to ensure that it is in tandem with new developments and as a regular measure and evaluation of our performance in service delivery.

Our Contact:

Embassy of the Republic of Kenya

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Dublin 4

IRELAND

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