

KENYA EMBASSY DUBLIN: SERVICE CHARTER

NO	Services/Goods rendered	Requirements	Fees in Euros (€)	Timeline
1.	Answering of incoming calls	Incoming call	Nil	Answer within three (3) rings
2.	Response to communication (letters, Note verbals, faxes, and emails)	Receipt of communication	Nil	1. Acknowledgement within two (2) working days 2. Response to substantive matters within five (5) working days for letters. 3. For complex issues we acknowledge receipt and inform of when full response should be expected.
3.	Providing briefs, taking notes, statements and speeches on issues of interest	1. Receive request/Notification at least 3 days to the event 2. Receive an invitation to function/event a meeting	Nil	1. Prompt for same day meetings/taking notes request. 2. Acknowledgement within 3 days of receiving. 3. Two (2) working days for briefs. 4. Five (5) working days for statements and speeches
4.	Respond to telephone	1. Clear request/inquiry 2. Accurate information	Nil	1. Prompt response 2. Referral for more information 3. Grant appointment
5.	Facilitation of Kenya delegation (in-bound/transit)	1. Receive official communication on intended visit/itinerary at-least 4 working days before	Nil	Facilitation of day of event
6.	Coordination of outbound visit to Kenya	1. Receive official communication on intended visit/itinerary at-least 4 weeks (28 working days before)	Nil	Four (4) weeks
7.	Coordination of bilateral meetings with host Government	1. Receive request for bilateral engagement. 2. Adequate/seamless reciprocal communication. 3. Brief and notes for the meeting. 4. Itinerary for the meeting	Nil	1. Semi-annually for summits outcomes. 2. Within three (3) working days for response of letters.
8.	Coordinate Draft Bilateral Agreements	Receive instructions to start/ continue the process	Nil	Within two (2) months
9.	Coordinate Joint Commission for Cooperation (JCC) meetings	Receive instructions to start/ continue the process	Nil	Within two (2) months
10.	Filing Periodic Reports	1. Activity/situation 2. Monthly 3. Quarterly	Nil	Within four (4) working days Monthly report (end of 1 st week of the next month) Quarterly report (end of 2 nd week of the next quarter)
11.	Attend to visitors (foreign dignitaries, Diaspora, relevant stakeholders, and internal customers)	Arrival of the visitors at the office	Nil	1. Immediately for visitors with appointment. 2. Within five (5) minutes for visitors without appointment.
12.	Notify stakeholders of upcoming meetings	Receive information about meeting	Nil	Within a day
13.	Coordination of relevant information to the Diaspora on relevant matters	Receive official communication	Nil	Within a day
14.	CONSULAR SERVICES			
	• Power of Attorney/Will		€ 25	Same day
	• Affidavit		€ 25	Same day
	• Trade documents including		€25	Three (3) Days

	certificate of origin per document			
	• Attestation of Marriage certificate Foreign Nationals);		€40	Same day
	• Kenya Driving License attestation;		€40	Same day
	• Certified True copy of original of official docs (Kenya documents)		€25	Same day
	• No impediment to marriage;		€110	Ninety (90) Days
	• Marriage Certificate Kenyan Nationals (attestation);		€25	Same day
	• Birth certificate (Kenya nationals) i. Application ii. Attestation		€40 €25	Ninety (90) Days Same day
	• Birth certificate Attestation (foreign nationals born in Kenya);		€25	Same day
	• Certificate of Good Conduct (Foreign Nationals); i. Application ii. Attestation		€40 €25	3-4 Weeks Same day
	• Certificate of good conduct (Kenya nationals); i. Fingerprints ii. Attestation		Ecitizen Ksh1050 €25	Same day (Processing time 3-4 weeks) Same day
	• Confirmation of marriage certificate issued in Kenya to Foreign Nationals;		€25	Same day
	• Academic Certificates (per document);		€25	Same day
	• No objection to armoured vehicles;		€25	Same day
	• No relations letter/ No objection (NOC) letter;		€25	Same day
	• Emergency Travel Document		€15	same day
	• Diaspora Banking (Notary)		€25	Same day
	• Notification of Kenyan deceased, severely ill and in jail/prison		N/A	Immediately