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SERVICE CHARTER
2010

KENYA HIGH COMMISSION

FOREWORD

It is with great pleasure that I present the Kenya High Commission, London's Service Charter.

The Kenya High Commission, London, was established to promote and enhance Kenya's bilateral relations with the United Kingdom, Switzerland and our multilateral engagements within the Commonwealth and the International Maritime Organisation.

Today, the Kenya High Commission is a product of a paradigm shift in Kenya's Foreign Policy re-orientation toward Economic Diplomacy as captured in our national development strategy - 'Vision 2030' and is based on the Ministry of Foreign Affairs' Strategic Plan and Foreign Policy.

The Service Charter clearly defines the Kenya High Commission, London's mandate to its clients; details the core function of the High Commission; and articulates our commitment to efficiently respond to our customer's needs.

The Charter defines the benchmarks for the Kenya High Commission, London's Annual Performance Evaluation and the 'Huduma Bora ni Haki Yako' citizen Service Delivery Charter.

This charter is subject to regular reviews, as we seek to elevate our service delivery in response to the dynamic needs of our clients and the evolving demands of 21st century diplomacy.

I welcome your suggestions and comments on how to best improve our services and enable us to deliver quality and timely service to all.

H.E. EPHRAIM W. NGARE
HIGH COMMISSIONER

2nd January 2010

INTRODUCTION

Following Kenya's attainment of independence from Great Britain in December 1963, diplomatic relations with the United Kingdom were established through the opening of the Kenya High Commission in London and the British High Commission in Nairobi. Shortly thereafter, the Republic of Ireland and the Swiss Confederation were accredited to the Kenya High Commission in London. Today, the High Commission, London, is accredited only to UK and Switzerland.

The first two decades after independence witnessed the consolidation of bilateral relations with the United Kingdom, most notably through the strengthening of political and socio-cultural ties. The end of the Cold-War era paved the way for a paradigm shift in Kenya's Foreign Policy, with greater emphasis being placed on economic, Diaspora and environmental diplomacy.

The current staff compliment at the Kenya High Commission, London, is as follows:

1. The High Commissioner
 - Permanent Representative to the Commonwealth
 - Permanent Representative to the International Maritime Organisation
2. Deputy High Commissioner
 - Head of Chancery
 - Principal Counsellor-Political Affairs
3. Principal Counsellor – Economic Affairs
4. First Counsellor – Consular
5. First Secretary - Political
6. Second Secretary – Political
7. Defence Adviser
8. Agricultural Attaché
9. Commercial Attaché
10. Immigration Attaché
11. Education Attaché
12. Confidential Secretary
13. Financial Attaché

The High Commission also has 29 members of local staff in its service.

MANDATE AND FUNCTIONS

The Kenya High Commission, London's overarching mandate is to consolidate economic, political, and socio-cultural ties in our areas of accreditation. Through our dedicated staff, we undertake various tasks, under the supervision of the High Commissioner.

This includes:

- Continued promotion of friendly bilateral relations that enhances the political and socio-economic relations between Kenya and the United Kingdom, and the Swiss Confederation;
- Proactively sourcing Foreign Direct Investment to Kenya;
- Identification of Kenya as a preferred tourist destination;
- Diversified and secure markets for Kenya's exports;
- Establishment of partnerships for the transfer of appropriate technologies and skills;
- Harnessing the vast resources and expertise of the Kenyan Diaspora
- Articulating and cementing Kenya's interests and positions on climate change and sustainable development.

VISION

To be a premier Diplomatic Mission in pursuit of Kenya's national interests in the areas of accreditation.

MISSION

To enhance relations with the UK, Switzerland and multilateral organisations in our areas of accreditation; to promote trade and provide information on Foreign Direct Investment opportunities in Kenya; to position Kenya as a leading tourist destination; and to provide Consular services to Kenyan nationals and citizens from countries other than the United Kingdom, in pursuance of Kenya's national interests.

CURRENT FUNCTIONS

Political Affairs

- To represent and protect Kenya's interests in the United Kingdom, and the Swiss Confederation, the Commonwealth and the International Maritime Organisation;
- To promote cordial relations between Kenya, the United Kingdom, and the Swiss Confederation and consolidate our economic, political, cultural, and scientific relations;
- To provide protocol services during High-Level visits and visits by Government delegations;
- To co-ordinate the performance of consular functions with particular emphasis on Diaspora issues.

Agricultural Office

- Promote and raise exports of Kenya's agricultural products in the traditional and emerging markets in the United Kingdom and the Swiss Confederation.
- Engage UK and Swiss Governments, consumer representatives and commodity bodies on issues of ethical standards and climate change.

Commercial Office

- Facilitate and promote Kenya's trade, tourism, investment and technology transfer in the United Kingdom and the Swiss Confederation;
- To engage with Governments representatives, consumer organisations, business lobbyists, industry leaders and investment portfolio institutions.

Consular Affairs

- It is estimated that there are 130,000 Kenyans living in the United Kingdom, many of whom require efficient consular services to enable them to work and transact daily business.
- Efficiently serve Kenyans and other nationals applying for passports and visas.
- Facilitate the issuance of certificates of birth, death, marriage, and good conduct.
- Provide advice on marriages, divorce, funeral repatriation, legal matters and other distressing situations.
- Making special evacuation arrangements in the cases of terrorism, civil disturbances or natural disasters.
- Legalisation/authentication of documents.
- Collating data on Kenyan nationals and Kenyan organisations in the United Kingdom and Switzerland.

Welfare Of Kenyan Diaspora

Due to the presence of a strong Diaspora Base here in the UK, the Mission has set up a Consular Affairs/Diaspora Desk, to facilitate their networking and welfare in general.

Defence Adviser

To enhance and consolidate defence and security co-operation between Kenya and the United Kingdom. The UK supports Kenya's endeavours to train and maintain a disciplined, credible and capable armed force deeply rooted in professionalism.

Education Office

- Co-ordinate the Government of Kenya's training programmes in the United Kingdom.
- Create networks and linkages with relevant organisations and institutions in the United Kingdom.
- Provide support to Kenyan students enrolled in institutions of higher education in the United Kingdom.
- Engages with organisations in the United Kingdom that deal with the implementation of Education For All (EFA) and Millennium Development Goals (MDG) programmes.
- Identifies best practices from other countries and share information with organisations in the United Kingdom and with the Ministry of Education.

Administrative Functions

The Mission also undertakes the following administrative functions:

- Human resources management.
- Extension of courtesies and protocol management.
- Management of finances and Government assets.

OUR CORE VALUES

The values that guide us in discharging our duties are:

- Patriotism
- Courtesy
- Efficiency
- Quality Service Delivery
- Equity
- Discipline
- Team Work
- Professionalism

OUR CUSTOMERS

Our customers include:

- The People of Kenya, including Kenyans in the Diaspora.
- Other Ministries/Departments and Agencies of the Government of Kenya.
- Foreign Missions and International Governmental and Non-Governmental Organisations accredited to Kenya.
- The Governments and citizens of the United Kingdom and Switzerland.
- Private sector and civil society in Kenya and the UK and Switzerland.
- Staff of the Ministry of Foreign Affairs and the Kenya High Commission.

OUR SERVICES

Our Core functions includes:

- To articulate and implement Kenya's Foreign Policy.
- Avail information on trade, investments and commercial opportunities available in Kenya.
- Provide information on trade and commercial opportunities available in the United Kingdom and the Swiss Confederation.
- To identify strategic investment partners for Kenyan companies.
- Facilitate engagements between various offices of the Kenyan Government and their counterparts in the United Kingdom and the Swiss Confederation.
- Network Kenya's private sector with their counterparts in the United Kingdom and the Swiss Confederation.

SERVICE STANDARDS

- The Kenya High Commission, London, is committed to upholding the highest standards for service delivery.
- For normal business, we are open from 9am-5pm Monday to Friday.

RESPONSIVENESS

- All official correspondence is acknowledged and acted upon expeditiously.
- Enquiries are answered promptly; if we cannot respond to your enquiries directly we will direct you to the appropriate agency.
- The Kenya High Commission practices a policy of cash on delivery for goods and services received.

CUSTOMER'S RIGHTS

- Our customers have a right to demand and receive quality service from the Kenya High Commission in London.

OBLIGATIONS

The Kenya High Commission is committed to:

- Attending to its customers promptly.
- Providing efficient service.
- Being accurate in its reporting and analysis.
- Responding to all correspondence.
- Efficient utilisation of allocated resources.

REVIEW OF CHARTER

The charter will be reviewed every two (2) years to accommodate new developments. The next review will be in January, 2012.

FEEDBACK/CONTACTS

We welcome and value feedback on our performance to enable us to improve our service delivery to our customers.

You may contact us at:

In person, by mail, or telephone

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2nd January, 2009