



REPUBLIC OF KENYA

SERVICE CHARTER



EMBASSY OF THE REPUBLIC OF
KENYA - MOSCOW

2021 EDITION

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1.0 FOREWORD



It gives me pleasure to present the Service Charter of the Embassy of the Republic of Kenya in Moscow. The Russian Federation is a key strategic partner in the pursuit of Kenya's global agenda. Currently our bilateral cooperation is anchored on the Big 4 Agenda (Universal Health Care, Affordable Housing, Food Security and Manufacturing) which is fundamental to the achievement of the United Nations Millennium Development Goals (MDGs), and Kenya's Development Agenda "Vision 2030."

As a professional entity we adhere to the ethos of quality, timeliness and dependable service delivery. This is also anchored in our constant pursuit of transparency, accountability and accuracy to detail in our service delivery. Through this Charter, therefore, we will showcase our culture which is enshrined in our high-quality, reliable and professional services in order to meet the expectations of our clients.

Notwithstanding the prevailing COVID-19 situation which has greatly affected normal operations of doing business, as an Institution, we intend to serve our clients swiftly, reliably and efficiently. We shall endeavor to continually improve our services. Feedback from our valued customers that will help improve our services will be highly appreciated.

"We endeavor to get it right first time, every time".

**Benson H. O. Ogutu, MBS.
Ambassador**

2.0 INTRODUCTION

The Embassy of the Republic of Kenya in Moscow was established in December 1963 to articulate Kenya's Foreign Policy. The Embassy is accredited to the Russian Federation, Republic of Belarus and Republic of Kazakhstan. The Mission has the mandate to forge closer relations between the people of Kenya and the peoples of Russia, Belarus and Kazakhstan in pursuit of deeper bilateral cooperation through trade and investments, culture, science and technology as well as other fields for mutual benefit.

This service charter has been developed to guide the Mission's operations in order to successfully realize and effectively implement its core mandate and functions. The Charter sets out what the Mission is and what it does, as well as its commitment and that of its staff to provide clients with the highest quality of services commensurate with the stature of a modern Foreign Service.

3.0 VISION

A premier Mission advancing Kenya's interests in the Russian Federation, Republic of Belarus, Republic of Kazakhstan and the Commonwealth of Independent States (CIS).

4.0 MISSION

To project, promote and protect Kenya's interests through innovative Diplomacy on mutually beneficial relations between Kenya and the Russian Federation, Republic of Belarus and Republic of Kazakhstan.

5.0 MANDATE

The mandate of the Embassy is to articulate Kenya's Foreign Policy and strengthen bilateral relations between Kenya and countries of accreditation including the Russia Federation, Belarus and Kazakhstan.

6.0 CORE VALUES

The values that guide us in our service delivery are:

- ❖ Patriotism
- ❖ Customer Focus
- ❖ Team spirit
- ❖ Professionalism and Discipline
- ❖ Ethics and Integrity
- ❖ Equity and Fairness

7.0 CORE FUNCTIONS

- ❖ Diplomatic Representation in the Russian Federation and countries of accreditation.
- ❖ Implementation of Kenya Foreign Policy.
- ❖ Promotion of bilateral relations with the Russian Federation and the countries of accreditation.
- ❖ Provision of consular services.
- ❖ Participate in negotiations and implementation treaties, conventions, agreements and Joint Commissions of Cooperation between Kenya and countries of accreditation.
- ❖ Promotion and protection of the interests of Kenya nationals in the Russian Federation and the countries of accreditation.
- ❖ Coordination with the Ministry headquarters, other Missions abroad and other Government of Kenya ministries, departments and agencies.
- ❖ Promotion of economic cooperation, trade, investment, education, and cultural exchanges between Kenya and countries of accreditation.
- ❖ Lobby for Kenya's candidatures.
- ❖ Provision of protocol services for state and official visits.

8.0 CUSTOMERS

Our Customers include:

- ❖ The Ministry of Foreign Affairs, other Ministries, Departments and Agencies (MDAs) of the Government of Kenya
- ❖ The people of Kenya
- ❖ The Embassy Staff
- ❖ Kenya Nationals in the Russian Federation and the countries of accreditation
- ❖ The Ministry of Foreign Affairs and other Government entities in the Russian Federation and the countries of accreditation
- ❖ Foreign Missions and Regional and International Organizations in the Russian Federation and the countries of accreditation
- ❖ Public and Private Organizations
- ❖ Visitors from the Russian Federation and the countries of accreditation to Kenya
- ❖ Private sector in the Russian Federation and the countries of accreditation

9.0 SERVICES

We provide the following services:

9.1 To Kenyan Citizens:

- ❖ Issuance of Emergency Certificate
- ❖ Facilitation of issuance for Birth Certificate
- ❖ Certification of official Kenyan documents
- ❖ Provision of other consular services
- ❖ Dissemination of information on Government policies
- ❖ Information on trade and investment opportunities in Kenya

- ❖ Facilitation of Trade and Investment Missions to the Russian Federation and the countries of accreditation
- ❖ Management of Diaspora relations
- ❖ Protocol services to visiting Kenyan dignitaries

9.2 To other Ministries, Departments and Agencies (MDAs) of the Government of Kenya

- ❖ Primary interface and coordination with all ministries and departments
- ❖ Facilitation of Kenya's participation in events for promotion of trade, investment, tourism and culture
- ❖ Liaison and coordination services with interlocutors in Kenya
- ❖ Linkage with relevant authorities in the Russian Federation and the countries of accreditation
- ❖ Coordination of relations with the Diaspora

9.3 To Host - the Government of Russia and countries of accreditation

- ❖ Close liaison and cooperation in all matters relating to bilateral and multilateral relations
- ❖ Provision of quality consular services to the people and residents of the Russian Federation and the countries of accreditation
- ❖ Prompt dissemination of quality information on Kenya, its people, culture, its products, history and investment opportunities
- ❖ Clear information on Kenya's Foreign Policy
- ❖ Efficient liaison services with Kenyan institutions, including Government ministries, private sector organizations and civil society
- ❖ Active participation in exhibition events, conferences, celebrations and collective diplomacy

9.4 To Our Staff

- ❖ Provision of tools, efficient systems and clear rules and regulations
- ❖ Welfare and Human Resources services as contained in the Government of Kenya rules and regulations and host country labour laws
- ❖ Financial and accounting services
- ❖ Fairness and respect at all times
- ❖ Opportunities for self-actualization through hard work and initiative

10.0 SERVICE STANDARDS

We are committed to providing the highest standards of service to all our customers.

At the Embassy, we will:

- ❖ Treat you with respect and courtesy, maintaining confidentiality where required; identify ourselves when we speak to you; act with care, diligence, honesty and integrity as we prepare to respond and deal with your concerns; refer enquiries we cannot answer to an appropriate agency/ authority; and ensure that our website is updated and user friendly.
- ❖ We will endeavour to deal with your enquiries and complaints quickly and effectively. Answer your phone calls promptly; and attend to visitors promptly upon arrival. Notify you of our meetings, at least two days in advance. Reply to your letters, faxes and e-mails within five 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 payments for goods, services and works upon submission of accurate invoices and any other supporting documents in line with the Government procurement rules and regulations. If English is not your first language and you need some help in understanding any of the services the Embassy delivers, we will strive to translate them in Russian language and also offer telephone or face-to-face language interpretation.
- ❖ We will be available: During official working hours from 9.00hrs to 13.00hrs and 14.00hrs to 16.00 hrs, Monday to Friday. The Mission shall remain closed during weekends and public holidays in Kenya and the Russian Federation.
- ❖ We aspire to offer quality services efficiently and effectively; we aspire to improve and sustain the quality of our services by adapting service enhancement technologies and respond to the changing needs of our clients.
- ❖ We will upgrade our services in accordance with world technological advancements and demands.

11.0 OBLIGATIONS

You can assist us by:

- ❖ Providing accurate, timely information and documentation to facilitate prompt action.
- ❖ Upholding professionalism and integrity in your interactions with us.
- ❖ Treating our staff courteously and with respect.
- ❖ Giving your views in random surveys on how you perceive our services and what additional services you need.
- ❖ Adhering to the new changes in our services occasioned by the COVID-19 protocols.
- ❖ Observing and respecting our procedures, rules and regulations.

As Service providers

We commit to:

- ❖ Uphold professionalism and integrity
- ❖ Provide effective and efficient services

- ❖ Provide timely and relevant information as and when required.
- ❖ Treat both information and our customers with confidentiality.
- ❖ Treat 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 service.
- ❖ Promptly and positively respond to staff needs.
- ❖ Provide a conducive working environment.
- ❖ Observe COVID-19 protocols while serving you.

To Each other as colleagues

- ❖ Teamwork and collective responsibility
- ❖ Honesty, transparency and accountability
- ❖ Courtesy and respect
- ❖ Respect for family values
- ❖ Equity

12.0 CONSULAR SERVICES OFFERED BY THE EMBASSY

No.	Service	Requirements to obtain the Service	Cost	Timeline
1.	Response to phone call	None	Free	Three Rings
	Response to verbal enquiries	Specify the enquiry	Free	Three Minutes
	Response to written correspondences	E-mails	Free	One Day
		Social Media(Twitter, Facebook and YouTube)	Free	One Day
	Letter/ Faxes	Free	One Day	
2.	Processing payments for good and services	Presentation of supporting documents and invoices	Free	30 days
3.	Processing of Application for Certificate of no impediment to marriage	Copy of applicants Kenyan birth certificate, copies of applicant and fiancée's national passports	USD.70	Approximately 3 Months
4.	Authentication of documents	Original and copies of document to be authenticated	USD.20	1 - 72 hours

5.	Letter of repatriation of deceased Kenyan	Copy of deceased passport, copy of death certificate, embalment certificate	Free	1 hour
6.	Registration of birth for minors born abroad	Copy of foreign birth certificate, copy of both parents' passports and Kenya IDs	USD.5	Within set deadline
7.	Import of Pets Certificate	Veterinary certificate (issued no earlier than 5 days before the travel date) and valid rabies certificate.	USD. 50	2 Days

13.0 FEEDBACK

Feedback on compliments, positive recognition, unfulfilled expectations and dissatisfactions should be brought to the attention of the officer in charge of the matter.

If dissatisfied with the outcomes, a formal appeal should be made to the Deputy Head of Mission and Head of Chancery.

In case you are dissatisfied with the decisions of the Deputy Head of Mission and Head of Chancery and have information or evidence that may not have been considered in the decision made, you may make an appeal at the appellate level where you will be expected to make a personal presentation to the Ambassador.

14.0 REVIEW OF THE CHARTER

This Charter will be reviewed every two years or as need arises in line with new developments and requirements in the profession.

15.0 CONTACT ADDRESS

Embassy of the Republic of Kenya
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119034, MOSCOW

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