

## **KENYA HIGH COMMISSION WINDHOEK, NAMIBIA**

### **SERVICE DELIVERY CHARTER**

#### **Table of Contents.**

- **Forward**
- **Introduction**
- **Our Mandate**
- **Our Vision**
- **Our Mission**
- **Our Objectives**
- **Our Core Values**
- **Our Core Functions**
- **Our Stake Holders and Customers**
- **Our Services**
- **Our Service Standards**
- **Service Delivery Standards**
- **Review of the Charter**
- **Feedback Mechanisms**

#### **1.0 Forward By the Ambassador.**

#### **2.0 Introduction.**

The Kenya High Commission, Windhoek, was established in 1990 to promote Kenya's foreign policy in the Republic of Namibia, soon after the then known as South West Africa country, attained independence.

This service charter is based on Kenya's foreign policy document, the strategic plan, and the Service Charter of the Ministry of Foreign Affairs. It spells out who we are, what we stand for, the services we provide, and the standards of such services and identifies who our stakeholders and customers are. Since we are to be judged by our commitments therein, we commit to execute our duties promptly, efficiently and professionally to meet the expectations as spelt out in the service charter.

This service charter clearly defines the mission's mandate to our clients to enhance awareness of the services we offer, the standards, and mechanisms for redress where our services fall short of expectations and to express our commitment to the delivery of quality services in pursuit of our customer's satisfaction. The service charter also provides insights into our core functions and values and our commitment to continuous improvement of service delivery.

#### **3.0 Our Mandate**

To articulate and implement Kenya's foreign policy and developmental aspirations as explained in Vision 2030 and the Big Four Agenda in the Republic of Namibia.

#### **4. Our Vision**

To be a mission of excellence in the provision of diplomatic, consular and diaspora services to our stakeholders and customers in the Republic of Namibia.

#### **5. Our Mission**

To pursue Kenya's national interests in the Republic of Namibia through effective and innovative Diplomatic engagement and Service Delivery.

#### **6. Our Core Values**

The values that guide us in discharging our duties are:

- Patriotism
- Team spirit
- Collective responsibility
- Professionalism, discipline
- Dignity
- Integrity,( Confidentiality) and
- equity

#### **7. Our Core Functions**

**Our Core Functions are:**

- Protection and promotion of Kenya's interest in Namibia
- Enhancing and maintaining cordial relations with Namibia
- Promotion and protection of Kenya's economic interest in Namibia
- Promotion, protection and projection of Kenya's image in Namibia
- Facilitating the participation of Kenyans in the diaspora in the national socio-economic development programs
- provision of consular services in Namibia
- Management of resources for the achievement of the above objectives.

#### **8. Our Core Customers and stakeholders**

**Our Core Customers and stakeholders are :**

- Kenya nationals (individual and corporate)
- The government of Kenya (Ministries and Agencies)
- The Government of the Republic of Namibia
- Other nationalities in Namibia requiring our services
- Foreign missions accredited to Namibia

- International organizations based in Namibia
- Namibian nationals
- Mission staff

## **9. Our Services**

We provide the following services:

### **To Kenyan Nationals;**

- Information on Kenya's foreign policy
- Information on trade and investment opportunities in Namibia
- Consular services including issuance of travel documents, logistical and nonfinancial assistance for incarcerated nationals and in the repatriation of remains of deceased nationals and notifications to next of kin of deaths and distresses
- Identification of international jobs and contracts.
- Facilitation of trade missions
- Hosting national day celebrations

### **The Government of Kenya (Ministries and Agencies)**

- Representation of the government in meetings and official functions in Namibia
- Primary interface on its behalf with the government of Namibia
- Providing information on areas of possible cooperation between Kenya and Namibia
- Facilitation of participation in events for the promotion of trade, investment, tourism and culture with Namibia
- Facilitation of official travel to Namibia
- Timely reports on regional and local political, economic, and cultural developments having a bearing on Kenya-Namibia bilateral relations.
- Conveying official messages
- Timely returns on financial, property and human resource management.

### **To the government of the republic of Namibia**

- Dissemination of information on Kenya, such as history, government, trade and investment, education, culture and tourism
- Facilitate trade missions and educational tours of Kenya
- Facilitate participation in international conferences held in Kenya
- Liaison in the coordination of a joint permanent commission for cooperation meetings and other agreements
- Conveyance of official correspondences to the government of Kenya
- Participating in Namibian official functions

### **To the people of Namibia**

- Providing information on Kenya's history, culture and education
- Creating awareness of Kenya products and services
- Facilitation of travel to Kenya

### **To foreign missions, international organizations and NGOs in Namibia**

- Provide information on major developments in Kenya
- Participation in their national day celebrations
- Exchange of experiences with diplomatic groups such as African and commonwealth groups
- Exchange of information as necessary
- Participation in their meetings and conferences

### **To our internal customers**

- General administrative services including tools, equipment and security
- Welfare services
- Financial and accounting services
- Human resource management and development services

## **10. Our Service Standards**

We are committed to providing the best standards of service to all our customers. Customers will be dealt with as follows:

### **By telephone**

- Answer your phone calls promptly
- Identify ourselves when we speak to you
- Deal with your enquiries and complaints effectively

### **Correspondences and Electronic Mail**

- Acknowledge receipt of letters promptly
- Reply to all mail in less than five days
- Prompt payments for goods, services and works on submission of relevant invoices in accordance with Government procurement rules and regulations
- Respond to electronic mail within one working day. If prior consultation is required we will acknowledge receipt of mail and respond within five (5) working days.

### **Customers who contact us in person**

- Will be received and attended to immediately

## **11. Obligations**

### **Our customers have the right to receive the following:**

- Professional service with integrity
- Effective and efficient services
- Timely and relevant information
- Fair, equitable and non-discriminative service

### **Obligations of Customers to the Mission**

- Make timely requests for services and respond in time to issues

- Provide necessary and adequate support information needed for the timely and successful provision of services
- Submit requests and justifications in writing
- Treats our staff courteously and with respect
- Observe and respect our procedures, rules and regulations

## **12. Feedback/Contacts**

We value and welcome feedback and suggestions to enable us to maintain the sustained provision of quality services. Enquiries, comments and suggestions are welcome though:

- Letter
- Meeting
- Telephone
- Fax
- Email
- **13. How to contact us**

Kenya High Commission  
134 Robert Mugabe Avenue  
P.O. Box 2889  
WINDHOEK  
NAMIBIA

[Tel:\(061\)22683/22900](tel:0612268322900)

Fax (061)221409

Country Code:(+264)

Email Address

[windhoekmfa@gmail.com](mailto:windhoekmfa@gmail.com)

[windhoek@mfa.go.ke](mailto:windhoek@mfa.go.ke)

### **Office Hours**

Monday to Thursday

8.30 hrs to 16.30 hrs

Friday

8.30 hrs to 14.00 hrs

### **Time Difference**

#### **Summer**

1 hr behind Kenya

(September to March)

**Winter**

2 hrs behind Kenya

(April to August)

**14. Review of the Charter**

This charter will be reviewed every two years or as the need arises to capture current trends, to build on any lessons learnt, and to ensure that it conforms to the Service Charter of the Ministry of Foreign Affairs of the Republic of Kenya