



KENYA EMBASSY MADRID

SERVICE CHARTER OCTOBER 2024

Introduction

For purposes of ensuring effective and efficient service delivery to our customers, and stakeholders, the Embassy has developed a service charter that outlines our values, functions, and services. It also informs the commitments we have made in the delivery of our services in terms of responses, time of delivery and obligations. The service charter is derived from the negotiated Performance Contract with our parent Ministry of Foreign and Diaspora Affairs. The Embassy has put in place appropriate human resource development, administrative and service delivery structures and the requisite tools, equipment machinery and services that empower the Staff to better serve better our customer(s) in the Kingdom of Spain.

Strategic Goals

The Embassy desires to achieve the following goals:

- i) Promote and safeguard Kenya's interest in the Kingdom of Spain, the Principality of Andorra and the UN Tourism.
- ii) Strengthen economic cooperation, trade and investment between Kenya and the Kingdom of Spain, and the Principality of Andorra.
- iii) Strengthen stakeholders' engagement.
- iv) Enhance diaspora engagement and consular services.
- v) Enhance diplomacy and cultural heritage.
- vi) Strengthen policy and institutional capacity.

Our Core Values

We are guided by the following core values in the discharge of our duties.

- Patriotism
- National Unity
- Rule of Law
- Non-discrimination

- Integrity
- Transparency and Accountability
- Sustainable Development
- Good Governance
- Social Justice
- Inclusiveness
- Professionalism
- Innovativeness

Our Core Functions

- i) Promote Kenya Foreign Policy.
- ii) Facilitate cooperation in Language, Art, and Culture.
- iii) Promote and protect Kenya's interests in the Kingdom of Spain, the Principality of Andorra and the UN Tourism.
- iv) Facilitate, initiate and strengthen bilateral cooperation between Kenya and countries of accreditation and the UN Tourism.
- v) Promote Kenya as the preferred destination for tourism, investment, and trade.
- vi) Provide protocol services.
- vii) Strategically engage and protect the Kenyan Diaspora.
- viii) Provide Consular Services.
- ix) Implement policy and strengthen the Mission's Institutional Capacity.
- x) Articulate common position on EAC, COMESA, IGAD and AU policies.

Our Customers

They include:

- i) Kenya Government Ministries Departments and agencies.
- ii) Kenya devolved public sector service institutions.
- iii) Kenya businessmen and women.

- iv) Kenya Diaspora in the Kingdom of Spain and the Principality of Andorra.
- v) Government and the people of the Kingdom of Spain and the Principality of Andorra.
- vi) Missions and International Organizations accredited to the Kingdom of Spain and the Principality of Andorra.
- vii) Service providers to the Embassy.

Our Services

This Embassy provides the following services:

- a) Information on trade and investment opportunities in Kenya.
- b) Consular services.
- c) Promotion and co-ordination of Diaspora relations.
- d) Facilitation of the mediation and arbitration of disputes involving Kenyans and Spanish citizens.
- e) Facilitation of participation by Kenyans in events that promote trade, investment, tourism and culture.
- f) Participation in bilateral and multilateral negotiations.
- g) Conduct of National Day celebrations.
- h) Participation in activities organized by other diplomatic missions and organisations
- i) Facilitate services in fields such as education, employment, business opportunities and travel in Kenya.

OUR COMMITMENT

Expectations

To meet your expectations, we will:

- i) Treat our customers with respect and courtesy.
- ii) Treat both information and our customers with confidentiality.
- iii) Uphold, respect professionalism and integrity in accordance with the relevant regulations of the government of Kenya.
- iv) Give reasons for our decisions and refer enquiries we cannot answer to an appropriate source.
- v) Present our information clearly using English or Spanish.
- vi) Be sensitive to the diversity of the Kenyan and International community.
- vii) Work proactively in undertaking our duties and responsibilities.

- viii) Continuously upgrade the way in which we deliver our services in line with the technological improvements and the changing needs of our customers.

Responsiveness

We will endeavor to:

- (i) Deal with your enquiries and complaints quickly and effectively.
- (ii) Answer your phone calls promptly and ensure that unattended phones in operational service areas are re-directed or provided with an answering service.
- (iii) Reply to your emails promptly and within five (5) working days for letters and faxes. On non-routine issues we will, while acknowledging receipt of your letter, give you an estimated time you will receive full response and the cost if any.
- (iv) Prompt payment for your goods and services upon submission of accurate invoices and any other supporting documents in line with procurement procedures and regulations.

Accessibility

Except during holidays in the Kingdom of Spain and Kenya, we will be available:

- (i) Summer (*One hour behind Kenya*) time: -09.00 am to 4.00 pm.
- (ii) Winter (*Two hours behind Kenya*) Time: - 09.00 am to 1.00 p.m. from 2.00 pm to 5.00 pm.
- (iii) From 9.00 am to 2.00 pm for visa services.

Your obligation

To ensure that our customers receive quality services, we request that you fulfil the following obligations:

- (i) Provide accurate, timely information and documentation.
- (ii) Uphold professionalism and integrity in your interactions with us.
- (iii) Treat our members of Staff courteously and with respect.
- (iv) Give objective views and comments as a vital ingredient in helping us to monitor and improve the quality of service we give.
- (v) Observe and respect our procedures, rules and regulations which are designed to ensure that you receive quality service.

Help us

We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to you. We will consider all suggestions fully and incorporate them during our planning for service improvement. We will occasionally seek your input to random surveys of how you perceive our services and what services you need, including assessments of our performance.

Review of the Charter

This Charter will be reviewed every two years or as need arises. This will ensure that it remains current and in line with new developments and requirements in the profession of service delivery. We will always ensure the review takes into consideration the feedback received from you.

N.B: Some services provided by these offices may be subject to user charges. Contact our Consular Services section desk for assistance.

Feedback Mechanism

We at the Embassy are committed to ensuring that our customers receive prompt considerate and efficient services; complaints, comments, and/or suggestions pertaining to the performance of our functions, services and obligations as outlined in the service charter should be sent in writing to: -

The Ambassador
Embassy of the Republic of Kenya
Calle del Segre 13, Madrid 28002
Tel: +34 917 812 000.
Email: info@kenyaembassypain.es

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
2nd Floor West End Towers
Opp. Aga Khan High School, Off Waiyaki Way, Westlands
P.O. Box 20414-00200 NAIROBI
Tel. +254 (20) 2270000

Email: complain@ombusman.go.ke Website: www.ombusman.go.ke

SERVICE DELIVERY MATRIX

TYPE OF SERVICES	REQUIREMENTS	FEES (EURO)	TIME/PERIOD
Facilitate, coordinate and/or participate in bilateral engagements with stakeholders, customers, and development partners	Agenda for engagement	Nil	Give five (5) working days' notice
Response to communication (letters and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"> • Within five (5) working days for letters • Within 24 hours for emails
Answering incoming telephone calls	Incoming calls	Nil	Within three (3) rings
Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"> • Within ten (10) minutes for visitors with appointments • Within twenty (20) minutes for visitors without appointments
Payment of goods and services	Accurate supporting documents, including invoices and evidence of delivery of goods and services	Nil	Within eight (8) days
Update Mission website	<ul style="list-style-type: none"> • New and up to date information • announcements 	Nil	Within 48 hours
Provide/ disseminate information	<ul style="list-style-type: none"> • Request received • Availability of information 	Nil	<ul style="list-style-type: none"> • Promptly for virtual requests • Within five (5) working days for written requests • Regularly for dissemination
Processing of single journey (standard) eTA	As per requirement on the eTA portal http://etakenya.go.ke	USD 30 (Travel Authorization Fee)	Within 48 hours

Processing of passport	As per the requirements on the www.ecitizen.go.ke online platform		Approx. 4 Weeks
	Ordinary Passport - A Series-34 Pages	Ksh. 7,500	
	Ordinary Passport - B Series-50 Pages	Ksh. 9,500	
	Ordinary Passport - C Series-66 Pages	Ksh. 12,500	
	Diplomatic Passport	Ksh. 15,000	
	Mutilated Passport	Ksh. 20,050	
	Lost Passport	Ksh. 20,050	
Emergency travel Document	<ul style="list-style-type: none"> • Duly filled Form 19, copy of Passport/Kenyan National ID, 2 passport photos and police report for lost passport. • For minors, submit copies of Birth Certificate and parents' passport 	€20	Within one (1) week
Process Certificate of No impediment	Duly filled Form MA5, Certified copies of Kenya National ID/Passport, Birth Certificate, Passport of partner, and self-addressed return envelope.	€140	Within 6-8 weeks
Process Birth Certificate	Duly filled Form BDA1, Certified copy of birth certificate, and parents' identification documents	€15	Within 6-8 weeks
Process Police Clearance Certificate	Duly completed form, fingerprints, 2 passport photos, certified copy of Kenyan National ID (for Foreigners previous Kenyan Residence permit)	€20	Within 6-8 weeks

Regain citizenship	Duly filled Form5, three (3) Passport photos, certified copy of Certificate of Naturalization, Kenyan National ID and passport, and Passport of current citizenship	€499 (for processing and issuance)	Within 1 year but may take longer period on case-by-case basis
Declaration of Dual Citizenship	Notarized Form 3, certified copy of Kenyan Passport and Passport of current citizenship, ID, Birth Certificate and Certificate of Naturalization	€213 (For processing and issuance)	Within 1 year but may take longer period on case-by-case basis
Renunciation of citizenship	Certificate of Naturalization, Notarized Form 6, original Kenyan passport, original Kenyan ID, copy of Birth Certificate and copy of Certificate of Naturalization.	€499 (For processing and issuance)	Within 1 year but may take longer period on case-by-case basis
Pet Import license	Travel Document and vaccinations	€50	Within 24 hours
Legalization/Authentication of documents <ul style="list-style-type: none"> • Notary, • Education Documents, • Birth Certificate, • Marriage Certificate, • Good Conduct, • Certificate of No Impediment, • Driving License, • Adoption Document. 	Original documents and copy	€15 (For each Document)	Within 24 hours