

■■■ **SERVICE CHARTER**

■■■ **INTRODUCTION**

The Kenya Embassy in Brussels was established in 1978, and is accredited to the following:

- the Kingdom of Belgium;
- the Grand Duchy of Luxembourg;
- the European Union (EU).

The Embassy was established to promote and enhance bilateral relations between Kenya, the Kingdom of Belgium and the Grand Duchy of Luxembourg, and to expand, consolidate and strengthen relations with the EU in various fields, such as finance, trade and development, tourism and education, among others.

The opening of the Embassy followed soon after the signing in 1975 of the George Town Agreement, the Convention establishing the Africa, Caribbean and Pacific (ACP) Group of Countries under the framework of Lomé I. Kenya is a pioneer signatory to the Convention, whose main institutions (ACP and EU) are based in Brussels. Kenya has remained an active member of the ACP-EU cooperation through the successive Lomé I – IV Conventions that evolved into the Cotonou Partnership Agreement, signed in June 2000 and revised in Luxembourg in 2005, and the Second Revised Cotonou Agreement, signed in Ouagadougou in June 2010.

The Embassy is one of the most crucial and strategic among Kenya's Missions/Embassies abroad. This is due to the fact that the EU is Kenya's second largest development cooperation partner after the World Bank. Similarly, the EU is the second largest destination of Kenya's exports after COMESA, constituting over a third of total exports. Tourist flows from the European Union account for about 48 per cent of total tourist arrivals in Kenya.

The Embassy works very closely with EU institutions such as the European Commission, the European Council, the European Parliament, and with joint ACP-EU institutions, which include the European Investment Bank (EIB) and the Technical Centre for Agriculture & Rural Development (CTA).

The Embassy has the additional responsibility of advancing Kenya's interests at the World Customs Organization. It is also involved in the multilateral trade system, including negotiations of Economic Partnership Agreements (EPAs) and the ACP Post-2020 consultation process.

Kenya is privileged to host the regional offices of the EIB in Nairobi. The institution provides highly subsidized financial and technical support to the private sector.

For the Mission to successfully realize these principles and effectively implement its core mandate and functions, a service charter has been developed to guide its operations.

The Charter, which is based on the current Strategic Plan and Foreign Policy document, sets out what the Mission is and what it does, and records its commitment and that of its staff to provide its clients with the highest quality services that a modern Foreign Service will permit.

The Mission has developed a self-assessment mechanism, the Mission's work plan, to facilitate delivery of efficient and effective services within predetermined targets.

■■■ **PURPOSE OF CHARTER**

This Service Charter, derived from the main Charter of the Ministry of Foreign Affairs and International Trade, aims at providing an overview of the activities of the Embassy in the areas of accreditation. The Charter provides insights into our core functions and values, and our commitment to continuous improvement of service delivery. It defines the Embassy's mandate to enhance awareness on the services offered, the standards, 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 customers' satisfaction.

■■■ **OUR VISION**

To be a leader in the promotion and protection of Kenya's national interests, through bilateral and multilateral engagement.

■■■ **OUR MISSION**

To strengthen and deepen the existing friendly relations between Kenya and the Kingdom of Belgium and the Grand Duchy of Luxembourg, as well as enhance cooperation with the accredited multilateral institutions, for the benefit of the people of Kenya.

■■■ **OUR MANDATE**

The mandate of the Kenya Embassy in Brussels is to promote and enhance bilateral relations between Kenya, the Kingdom of Belgium and the Grand Duchy of Luxembourg, and to strengthen relations with the European Union

(EU), the World Customs Organization (WCO), the African, Caribbean and Pacific (ACP) Group of States, and other international organizations, in the areas of trade and development, investment, tourism and education, among others.

■■■ ***OUR CORE VALUES***

The Mission is guided by the following core values:

- **Patriotism:** Our staff shall exercise loyalty and uphold allegiance to the Republic of Kenya at all times.
- **Customer focus:** We shall treat our stakeholders with courtesy, respect and promptness.
- **Professionalism:** Our staff shall exercise a high level of professional competence and confidentiality in all their work.
- **Equity and fairness:** We shall promote justice, impartiality and diversity in all our dealings.
- **Team spirit:** We shall promote teamwork to enhance service delivery, and inculcate shared and collective responsibility in executing our mandate.
- **Ethics and integrity:** We shall embrace transparency and accountability in all operations of the Mission.

■■■ ***OUR CORE FUNCTIONS***

- Implementation of Kenya's Foreign Policy;
- Promoting and enhancing bilateral relations between Kenya, the Kingdom of Belgium and the Grand Duchy of Luxembourg;
- Strengthening of relations with the EU, the ACP Group of States and other Non-Governmental Organizations based in Belgium and Luxembourg;
- Promoting peace and security initiatives;
- Coordination with the Ministry headquarters, other Missions abroad and other Government of Kenya Ministries and Departments;
- Enhancing market access of Kenyan products to the EU market;
- Promotion and marketing of Kenyan products in Belgium, Luxembourg and the European Union;
- Promotion of foreign direct investment to Kenya;
- Promotion of Kenya as a viable investment destination;
- Promotion of Kenya as a premium tourist and conference destination;
- Provision of consular services;
- Coordination of Kenyan Diaspora;
- Provision of protocol services.

■■■ **OUR CUSTOMERS**

Our customers include:

- The Ministry of Foreign Affairs and International Trade, Nairobi;
- Mission staff;
- Ministries, Departments, Agencies and other institutions in Kenya;
- The Kenyan Parliament;
- The federal and regional governments of the Kingdom of Belgium and the government of the Grand Duchy of Luxembourg;
- The European Union (EU) and its institutions,
- The African, Caribbean and Pacific (ACP) Group of States Secretariat;
- The African Union (AU) Permanent Mission in Brussels;
- Embassies and Non-Governmental Organizations accredited to Belgium and Luxembourg, and other international organizations, such as the World Customs Organization (WCO);
- The private sector in Kenya;
- The private sector, business community and investors in Belgium, Luxembourg and the European Union;
- Tourists;
- Kenyan students in Belgium and Luxembourg;
- Kenyans in the Diaspora.

■■■ **OUR SERVICES**

We provide the following services:

■ ■ *To the Kingdom of Belgium and the Grand Duchy of Luxembourg:*

- Coordinating of and participating in bilateral engagements;
- Liaison services with the relevant government ministries, departments and institutions;
- Information on Kenya's foreign policy;
- Facilitation of Belgians/Luxembourgers attending international conferences in Kenya by issuing travel permits and visas;
- Information on tourism and investment opportunities;
- Provision of protocol services.

■ ■ *To the EU, its institutions and the ACP Group of States:*

- Facilitation of and participation in multilateral and bilateral negotiations between Kenya, the EU and the ACP group of States;

- Facilitation of the ratification of/accession to international treaties, conventions and agreements;
 - Facilitation of inspection missions to Kenya;
 - Facilitation of attendance of international conferences in Kenya;
 - Information on tourism and investment opportunities;
 - Issuing of travel permits and visas.
- ■ *To the private sector in Kenya:*
- Information on trade and investment opportunities in Belgium and Luxembourg;
 - Facilitation of trade and investment missions;
 - Provision of market intelligence;
 - Mediation and arbitration of disputes involving Kenyan exporters and importers and vice versa;
 - Facilitation of clearance to participate in trade-related meetings;
 - Facilitation of official travel of Kenyans to Belgium and Luxembourg;
 - Provision of protocol services.
- ■ *To the private sector, business community and investors in Belgium, Luxembourg and the European Union:*
- Facilitation of participation in investment promotion events;
 - Dissemination of information on trade and investment opportunities in Kenya;
 - Dissemination of information on trade and industrial policies;
 - Facilitation of trade missions to Kenya;
 - Facilitation of business trips to Kenya;
 - Information on tourism opportunities;
 - Dissemination of information on relevant mandatory requirements to invest in and export to Kenya;
 - Issuance of visas and facilitation of work permit applications;
 - Legalization and authentication of legal documents for use in Kenya.
- ■ *To Government ministries, departments, agencies and other institutions:*
- Facilitation of participation in events for the promotion of trade, investment and tourism;
 - Participation in multilateral and bilateral negotiations;
 - Facilitation of official travel of Kenyan officers to Belgium and Luxembourg;
 - Provision of protocol services;

- Liaising and coordinating services with other Kenyan ministries/ departments and other institutions for various services required by Kenyans in Belgium/Luxembourg;
 - Issuance of relevant information and statistical data to various departments of the Kenya Bureau of Statistics (KBS), the Kenya Tourism Board (KTB) and the Kenya Investment Promotion Centre, among others.
- ■ *To the ACP Secretariat:*
- Liaison services with Kenya Government ministries/departments, agencies and institutions;
 - Facilitation of participation in international conferences held in Kenya;
 - Information on tourism and investment opportunities;
 - Issuance of travel permits and visas.
- ■ *To Embassies and Non-Governmental Organizations accredited to Belgium and Luxembourg:*
- Administration of privileges and immunities;
 - Provision of protocol services;
 - Dissemination of information and advice on Kenya;
 - Facilitation of trade missions to Kenya;
 - Facilitation of participation in international conferences held in Kenya;
 - Information on tourism and investment opportunities;
 - Facilitation of official travel to Kenya;
 - Provision of quasi-consular services.
- ■ *To other international organizations, such as the World Customs Organization (WCO):*
- Provide links with the competent authorities, such as the Kenya Plant Health and Inspectorate Services (KEPHIS), the Fisheries Department, the Veterinary Department and the Customs Services;
 - Provide links with the relevant institutions in Kenya, such as the Kenya Revenue Authority (KRA);
 - Information on tourism and investment opportunities.
- ■ *To tourists:*
- Facilitation of participation in tourism promotion events;
 - Issuance of visas;
 - Provision of information and advice to tourists about Kenya;
 - Information on tourism and investment opportunities.

■ ■ *To Kenyan students in Belgium and Luxembourg:*

- Advisory services in the field of education;
- Provision of consular/immigration services.

■ ■ *To staff of the Embassy:*

- General administrative services, including working tools, equipment and security;
- Welfare services;
- Financial and accounting services;
- Consular services.

■ ■ *To Kenyans in the Diaspora:*

- Information on the Diaspora Policy;
- Facilitation of linkage between and amongst the Kenyan Diaspora in Belgium and Luxembourg;
- Coordination of relations with the Kenyan Diaspora in Belgium and Luxembourg;
- Registration of the Kenyan Diaspora in both Belgium and Luxembourg;
- Coordination of relations with the Kenyan Diaspora on matters of trade and investment;
- Provision of consular and immigration services.

■ ■ ■ ***OUR SERVICE STANDARDS***

We are committed to providing the highest standards of service to all our customers and clients. You can expect the following from us:

■ ■ *Quality:*

We shall:

- Treat you with respect and courtesy, maintaining confidentiality where required;
- Identify ourselves when we speak to you;
- Be clear and helpful in our interactions;
- Act with care, diligence, honesty and integrity as we prepare to respond and deal with your issues;
- Refer enquiries we cannot answer to an appropriate agency/authority;
- Ensure that our website is well set out, frequently updated and user-friendly.

■ ■ *Responsiveness:*

We shall endeavour to:

- Deal with your enquiries and complaints quickly and effectively;
- Answer your phone calls promptly on the 3rd ring;
- 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, while 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;
- Pay for goods, services and works within five working days upon submission of accurate invoices and any other supporting documents, in line with the Government procurement rules and regulations;

■ ■ *Accessibility:*

- Available during official working hours from 9.00 a.m. to 5.00 p.m., Monday to Friday, at the Embassy office, with a one-hour lunch break between 1.00 p.m. and 2.00 p.m.;
- Closed on Saturdays and Sundays, and during Kenyan and Belgian public holidays.

■ ■ *Consular/Visa Section:*

- The Consular/Visa section is open from 9.30 a.m. to 3.30 p.m., Monday to Friday, with a one-hour lunch break between 1.00 p.m. and 2.00 p.m.;
- The section is open for consultations by phone/email during official working hours from 9.00 a.m. to 5.00 p.m., Monday to Friday, at the Embassy office, with a one-hour lunch break between 1.00 p.m. and 2.00 p.m.;
- Visas applied for in the morning may be collected in the afternoon, while those applied for in the afternoon may be collected the following day;
- Visa forms are available at the Embassy (Visa/Consular Section) or from the website, www.kenyabrussels.com.

■ ■ *Service improvement:*

We aim to:

- Ensure that accuracy, accountability and quality of our services remain world-class by continuously incorporating new developments in the foreign service;

- Improve procedures for monitoring the quality of our services and reporting the results;
- Upgrade delivery of services, in line with improvements in technology and the changing needs of our clients;
- Develop a more streamlined system of handling enquiries and feedback on our services.

■■■ **OBLIGATIONS**

■■ *As customers:*

To ensure that you receive quality service, 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 and comments as a vital ingredient in helping us monitor and improve the relevance and quality of our services to our clients. We shall consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we shall respond immediately;
- Observing and respecting our procedures, rules and regulations.

■■ *As service provider:*

In our interaction with our customers, we commit to:

- Uphold professionalism and integrity;
- Provide effective and efficient service;
- Be proactive in undertaking our duties and responsibilities;
- Provide timely and relevant information;
- Treat both information and our customers with confidentiality;
- Treat our customers with respect and courtesy;
- Maintain an open door policy to all those in need of our services;
- Hire and retain staff of high calibre to promote a quality service;
- Promptly and positively respond to staff needs;
- Provide a conducive working environment.

■■ *To each other as colleagues:*

- Teamwork and collective responsibility;
- Honesty, transparency and accountability;
- Courtesy and respect;

- Respect for family values;
- Equity.

■■■ **FEEDBACK**

Feedback on compliments, positive recognition, unfulfilled expectations and dissatisfactions should be brought to the attention of the following:

- The immediate officer in charge of the matter.
- If dissatisfied with the outcomes, a formal appeal should be made to the Head of Chancery.
- In case you are dissatisfied with the decisions of the Head of Chancery and have information or evidence that may not have been considered in the decision made, you may make an appeal at a personal level to the Ambassador.

For the external grievances/complaints redress mechanism, you can contact:

Commission of Administrative justice
West End Towers, 2nd Floor, Waiyaki Way Westlands
P.O. Box 20414-00200 Nairobi

Telephone No.: +254-20-2270000

Email: info@ombudsman.go.ke (*general inquiries*)
complain@ombudsman.go.ke (*complaints*)

Toll Free No.: +254-800-221349

SMS Short Code No.: 15700 (*Safaricom*)

■■■ **REVIEW OF THE CHARTER**

The Charter will be reviewed as need arises, in order to ensure that it is in tandem with new developments, and to also ensure sustainability of efficiency and effectiveness in our service delivery.

■■■ **CONTACT US**

■■ *Chancery*

Embassy of the Republic of Kenya &
Mission to the European Union
Avenue Winston Churchillaan 208
1180 Brussels (Belgium)

Telephone: +32-2-340 10 40

Fax: +32-2-340 10 50

Email: info@kenyabrussels.com

Brussels@mfa.go.ke

Website: www.kenyabrussels.com

■■ *Embassy sections*

■ *Visa/Consular Section:*

Telephone: +32-2-340 10 72

Fax: +32-2-340 10 68

Email: consular@kenyabrussels.com

■ *Commercial Section:*

Telephone: +32-2-340 10 53/55

Fax: +32-2-340 10 50

Email: commercial@kenyabrussels.com

■ *Agriculture Section:*

Telephone: +32-2-340 10 57/58

Fax: +32-2-340 10 77

Email: agriculture@kenyabrussels.com