



REPUBLIC OF KENYA

**KENYA EMBASSY
KINSHASA**

CITIZENS' SERVICE DELIVERY CHARTER

VISION	MISSION	CORE VALUES
To be a model Mission in advancing Kenya's national interests in the Democratic Republic of Congo, Central African Republic, Republic of Congo, and the Republic of Gabon.	To project, promote and protect Kenya's national interests through strategic and proactive diplomatic engagement in the Democratic Republic of Congo, Central African Republic, Republic of Congo, and the Republic of Gabon	Patriotism Customer Focus Integrity Good Governance Inclusiveness Professionalism

	SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINES
1.	Telephone Calls	<ul style="list-style-type: none"> ▫ Call official lines 	Nil	<ul style="list-style-type: none"> ▫ 3 Rings
2.	In-Person Visits	<ul style="list-style-type: none"> ▫ Arrival at reception with appointment ▫ Arrival at reception without appointment 	Nil	<ul style="list-style-type: none"> ▫ 15 minutes ▫ 30 minutes
3.	General Inquiries	<ul style="list-style-type: none"> ▫ Message, email, or letter of inquiry 	Nil	<ul style="list-style-type: none"> ▫ 1 – 5 working days for simple issues ▫ 14 working days for complex issues
4.	Public complaints	<ul style="list-style-type: none"> ▫ Verbal or written complaint 	Nil	<ul style="list-style-type: none"> ▫ 14 working days
5.	Access to information	<ul style="list-style-type: none"> ▫ Written request 	Nil	<ul style="list-style-type: none"> ▫ 14 working days
6.	Payment of goods and services	<ul style="list-style-type: none"> ▫ Valid invoice ▫ Purchase/ Service order ▫ Inspection & Acceptance 	Nil	<ul style="list-style-type: none"> ▫ 7 working days
7.	Tendering Process	<ul style="list-style-type: none"> ▫ Submission of Tender 	Varies	<ul style="list-style-type: none"> ▫ 90 days
8.	Electronic Travel Authorization(eTA)	<ul style="list-style-type: none"> ▫ Visit www.etakenya.go.ke 	As per system	<ul style="list-style-type: none"> ▫ As per system
9.	Passports	<ul style="list-style-type: none"> ▫ Visit www.ecitizen.go.ke 	As per system	<ul style="list-style-type: none"> ▫ As per system
10.	Emergency Travel Certificate	<ul style="list-style-type: none"> ▫ Request letter ▫ Two passport size photographs ▫ Copy of biodata page of lost/expired passport ▫ Copy of birth certificate and ID ▫ Police abstract if passport is lost/ stolen ▫ Travel Itinerary ▫ Visit www.kenyaembassykinshasa.org 	USD 20	<ul style="list-style-type: none"> ▫ 3 working days
11.	Authentication of Kenyan documents	<ul style="list-style-type: none"> ▫ Visit www.mfa.go.ke/documents-authentication 	As per system	<ul style="list-style-type: none"> ▫ As per system
12.	Authentication of Foreign Documents	<ul style="list-style-type: none"> ▫ Request letter ▫ Original document duly authenticated ▫ Copy of the documents ▫ Copy of Passport ▫ Certified translations ▫ Visit www.kenyaembassykinshasa.org 	USD 20	<ul style="list-style-type: none"> ▫ 3 working days
13.	Work/ Residence Permits & Passes	<ul style="list-style-type: none"> ▫ Visit www.mfa.go.ke/foreign-nationals 	As per system	<ul style="list-style-type: none"> ▫ As per system
14.	Police Clearance Certificate	<ul style="list-style-type: none"> ▫ Visit www.dci.ecitizen.go.ke 	As per system	<ul style="list-style-type: none"> ▫ As per system
15.	Letter of Introduction	<ul style="list-style-type: none"> ▫ Valid Passport 	USD 20	<ul style="list-style-type: none"> ▫ 3 working days
16.	Repatriation of remains of deceased Kenyans	<ul style="list-style-type: none"> ▫ Proof of Kenyan citizenship ▫ Death Certificate ▫ Permit ▫ Embalming ▫ Visit www.kenyaembassykinshasa.org 	Nil	<ul style="list-style-type: none"> ▫ 24 hours
17.	Registration of Kenyans	<ul style="list-style-type: none"> ▫ Visit www.platform.diaspora.go.ke ▫ Visit www.kenyaembassykinshasa.org 	Nil	<ul style="list-style-type: none"> ▫ Immediate
18.	Kenyans in Distress	<ul style="list-style-type: none"> ▫ Call Embassy: +243 838 127 945 ▫ Call Diaspora Hotline +254 207 876 000 ▫ Call Diaspora WhatsApp +254 114 757 002 	Nil	<ul style="list-style-type: none"> ▫ Immediate

<p>Working Hours: Monday to Thursday: 9:00 a.m. – 4:00 p.m. Friday: 9:00 a.m. – 1:00 p.m. Closed: Saturday & Sunday; and Public Holidays</p>	<p>The Ambassador Kenya Embassy 4002 Avenue de l'Ouganda, Gombe P.O. Box 9667 KINSHASA</p>	<p>Physical Address (Temporary) 102 Roi Baudouin, Gombe, Kinshasa Tel: +243 838 127 945 Email: kinshasa@mfa.go.ke X: @KenyainDRC Website: www.kenyaembassykinshasa.org</p>
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To provide quality service is our duty; to receive quality service is your right.