



KENYA
EMBASSY/PERMANENT MISSION
VIENNA, AUSTRIA



SERVICE CHARTER

**SECOND EDITION
2015**



FORWARD

It is our pleasure and honour to present this **Service Charter** of the Kenya Embassy/Permanent Mission in Vienna to our clients and other stakeholders.

In line with the Ministry of Foreign Affairs and International Trade, the Mission's strategic plan and the National Development Strategy (**Vision 2030**),. The Mission strives to enhance and strengthen Kenya's diplomatic engagement with the countries of accreditation namely, the Republic of Austria, Hungary and the Slovak Republic on the one hand and on the other, at the multilateral level with all the United Nations and other International Organizations based in Vienna.

The **Service Charter thus** spells out the mandate and core functions of the Mission and serves as a guide to the accomplishment of the Mission's objectives. Further, it outlines the Mission's commitment to render prompt and effective service based on transparency, accountability and integrity. Through the **Service Charter**, we provide our contacts and encourage regular feedback from our clientele to enable the Mission continuously improve on service delivery.

H.E. Michael A. O. Oyugi
Ambassador/Permanent Representative

1. Preamble

The Mission was established in 1994 with the appointment of its first Ambassador to Austria in February 2004. The Mission is also accredited to Hungary, Slovakia, the United Nations and other International Organizations in Vienna.

The relationship between Kenya and the countries of accreditation as well as the United Nations Office and other International Organizations in Vienna has always and continues to be warm and cordial with a focus on bilateral and multilateral issues.

2. Mandate

To protect, promote and articulate Kenya's Foreign Policy in Austria, Hungary, Slovakia, the United Nations and International Organizations in Vienna.

3. Vision

To be the best Kenyan Diplomatic Mission effective representing our country the countries of accreditation, the UN and other International Organizations based in Vienna.

4. Mission Statement

To project, promote and protect Kenya's interest and image in the countries of accreditation, the UN and International organizations in Vienna through innovative diplomacy for the benefit of the people of Kenya.

5. Core Values

In discharging our duties, the Mission is guided by the following core values:

- Patriotism
- Customer Focus
- Professionalism
- Equity and Fairness
- Team Spirit
- Ethics and Integrity

6. Core Functions

- Strengthen the existing bilateral relations with the countries of accreditation
- Promote Kenya's values and interests
- Promote Kenya as a viable trade, investment and tourism destination
- Promote cultural interaction and other forms of understanding between the peoples of Kenya and the peoples of our countries of accreditation
- Provide consular services
- Engage and facilitate the Kenya Diaspora in political, economic and social development of Kenya
- At multilevel, it handles matters emanating from the the UN agencies and the International Organizations based in Vienna namely and International Organizations in Vienna-International
 - i. International Atomic Energy Agency (IAEA),
 - ii. United Nations Office at Vienna
 - iii. United Nations Office on Drugs and Crime (UNODC)
 - iv. United Nations Industrial Development Organization (UNIDO),
 - v. Organization for International Economic Relations (OiEr)
 - vi. Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO),
 - vii. United Nations Commission on International Trade Law (UNCITRAL)
 - viii. Sustainable Energy for All Initiative (SE4ALL)
 - ix. United Nations Office for Outer Space Affairs (UNOOSA),
 - x. OPEC Fund for International Development Organization of (OFID)

7. Clients and Stakeholders

- The Government and the people of the Republic Kenya
- The Government and the people of the countries of accreditation
- The Kenya Diaspora
- Diplomatic Missions in the countries of accreditation
- The United Nations and International Organizations in Vienna
- The private sector and civil society in the countries of accreditation
- Tourists and visitors₃ to Kenya

8. Services

The Mission provides the following services:

- Promotion of friendly relations with the Governments and peoples of the countries of accreditation;
- Facilitation of information on diverse sectors of life in Kenya including on trade, investment opportunities, education, employment, culture and travel;
- Maintenance of full diplomatic relations with the countries of accreditation and relevant International Organizations and the diplomatic community;
- Provision of advice to the Kenya Diaspora including students within the countries of accreditation; and
- Provision of consular services.

9. Service Standards

This Service Charter is a commitment by the Mission to provide the highest standards of services to all our clients and stakeholders on behalf of the Kenya Government. The Mission is committed to serve effectively and efficiently. As our clients and stakeholders, you expect the following from us:

(i) Quality

We will:

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

(ii) Responsiveness

We will endeavour to:

- Deal with your enquiries and complaints efficiently and effectively;
- Promptly answer your phone calls;
- Attend to you promptly upon arrival at the Mission premises;
- Reply to your enquiries promptly but not later than five (5) working days; and
- Remit payments for goods, services and work rendered to the Mission upon submission of accurate invoices and any other supporting documents.

(iii) Accessibility

We are available as follows:

- Monday to Friday - 9.00am to 1 pm and from 2 pm to 5.00pm
- The Mission will be closed on all Kenyan and Austrian public holidays.

10. Client Obligation

To help us provide you with quality service we request that you:

- Provide accurate and timely information;
- Uphold professionalism and integrity while interacting with our staff;
- Treat our staff with courtesy and respect;
- Ensure delivery of goods and services according to specifications and agreed timelines;
- Keep appointments and observe deadlines;
- Observe and respect our rules and regulations;
- Make timely payment for services where required as laid out below;
- Ensure that you obtain official receipts for all financial transactions; and

Provide useful comments and feedback on services rendered.

Response to enquiries, telephone calls and other written correspondence	Within 48 hours	N/A	Upon receipt
Priority response	As soon as possible		

N/A

11. Anti-Corruption

The Mission operates in a non-corrupt environment with zero tolerance to corruption. We will appreciate and act on any information on corruption activity reported to us.

12. Review of the Service Charter

The Service Charter is subject to review as necessary every two years to ensure that it is in tandem with the Service Charter of the Ministry of Foreign Affairs of Kenya and the prevailing dynamic global environment.

13. Feedback and Contact Address

The Mission welcomes comments, suggestions and complaints in regard to performance, service and obligation as outlined in **The Service Charter** to enable us enhance quality service to our clients. Such remarks should be addressed to **the Ambassador/Permanent Representative** at the following address:

**The Embassy/Permanent Mission of the
Republic of Kenya
Andromeda Tower, 16th Floor
Donau-City-Strasse 6
1220 Vienna
AUSTRIA**

Tel.: **+43 1 7123919**
Fax: **+43 1 7123922**
Email: **kenyarep-vienna@aon.at**
vienna@mfa.go.ke

You may also obtain further information about us and our services on our website: **www.kenyaembassyvienna.at**