



EMBASSY & PERMANENT MISSION OF THE REPUBLIC OF KENYA - VIENNA, AUSTRIA

SERVICE DELIVERY CHARTER



THIRD EDITION 2021

FORWARD FROM THE AMBASSADOR & PERMANENT REPRESENTATIVE



It is our pleasure and honour to present this Third Edition of the Service Delivery Charter of the Embassy/Permanent Mission of the Republic of Kenya in Vienna to our clients and stakeholders.

The Mission strives to enhance and strengthen Kenya's bilateral diplomatic engagement with the host country Austria and the countries of accreditation namely, Hungary, the Slovak Republic, Republic of Slovenia, Republic of Croatia and Ukraine on the one hand, and at the multilateral level through effective engagement with all the United Nations Agencies and other International Organizations based in Vienna.

To achieve this, the Service Delivery Charter spells out the mandate and core functions of the Mission, and serves as a guide to the achievement of Kenya's strategic interests as envisioned in the country's development agenda, particularly of Vision 2030, Medium Term Plans and the "Big Four" Agenda.

The Mission is committed to efficient and effective service delivery, and looks forward to working with all the relevant stakeholders to ensure successful implementation of our mandate.

Through the Service Delivery Charter, we provide our contacts and encourage regular feedback from our stakeholders and clientele to enable the Mission continuously improve on service delivery.

H.E. Robinson Njeru Githae
Ambassador/Permanent Representative

1. Preamble

The Mission was established in 1994. The first Ambassador of Kenya to the Republic of Austria was appointed in February 2004. The Mission is also accredited to Hungary, the Slovak Republic, the Republic of Slovenia the Republic of Croatia, and Ukraine, and to the United Nations and other International Organizations in Vienna. The relationship between Kenya and the host country and 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 of mutual interest.

This Service Delivery Charter draws from the Service Delivery Charter of the Ministry of Foreign Affairs, and provides an overview of the mandate, functions, key objectives and strategic engagements of the Embassy/Permanent Mission in advancing Kenya's Foreign Policy in Austria, the Slovak Republic, Hungary, Croatia, Slovenia and Ukraine, and to the United Nations and International Organizations based in Vienna.

2. Mandate

To implement Kenya's Foreign Policy in Austria and the countries of accreditation (Hungary, the Slovak Republic, Slovenia, Croatia and Ukraine), the United Nations and Other International Organizations in Vienna through innovative diplomacy.

3. Vision Statement

To be a model Embassy in the promotion of relations and the advancement of Kenya's interests in the countries of accreditation, the United Nations and Other International Organizations in Vienna.

4. Mission Statement

To project, promote and protect Kenya's interests and image in the countries of accreditation, the UN, and International Organizations based in Vienna through innovative diplomacy that targets sustainable development 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:** Our Staff shall exercise loyalty and uphold allegiance to the Republic of Kenya.
- **Customer focus:** We shall treat our customers with respect and promptly serve them.
- **Professionalism:** Our staff with endeavor to exercise the highest level of diligence and confidentially.
- **Ethics and Integrity:** Our staff will embrace transparency and accountability in the operations of the Mission.
- **Team Spirit:** Our staff will engage in teamwork to enhance service delivery and shared responsibility for the execution of the Missions mandate.
- **Equity and Fairness:** We shall endeavor to promote to promote justice, impartiality and diversity in the engagements of the Mission.

6. Core Functions

- Strengthen the bilateral relations between Kenya and the host country **Austria**, and the countries of accreditation **Hungary, the Slovak Republic, Slovenia, Croatia and Ukraine**.
- Promote Kenya's values and interests
- Promote Kenya as a viable trade, investment and tourism destination

- Promote cultural interaction
- Provide consular services
- Engage and facilitate the Kenya Diaspora in political, economic and social development of Kenya

At multilateral level, strengthen and enhance the existing relations and engagement with the UN agencies and the International Organizations based in Vienna namely;

- i. United Nations Office at Vienna (UNOV)
- ii. International Atomic Energy Agency (IAEA),
- iii. United Nations Office on Drugs and Crime (UNODC)
 - a. Commission for Narcotic Drugs (CND)
 - b. UN Convention against Transnational Organized Crime (UNTOC)
 - c. UN Convention Against Corruption (UNCAC),
 - d. UN Congress on Crime Prevention and Criminal Justice (CCPCJ)
- iv. United Nations Industrial Development Organization (UNIDO),
- v. Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO),
- vi. United Nations Office for Outer Space Affairs (UNOOSA),
- vii. United Nations Commission on International Trade Law (UNCITRAL)
- viii. International Anti-Corruption Academy (IACA)
- ix. Organization for International Economic Relations (OIER)
- x. Sustainable Energy for All Initiative (SE4ALL)
- xi. OPEC Fund for International Development Organization (OFID)

7. Clients and Stakeholders

- The Government and the people of the Republic Kenya
- The Governments and the people of the countries of accreditation
- Diplomatic Missions in the countries of accreditation
- The Kenyan Diaspora
- The United Nations Agencies and International Organizations in Vienna
- The private sector, academia, civil society and non-governmental organizations in the countries of accreditation
- Tourists to Kenya

8. Services

The Mission provides the following services:

- Promotion of cordial relations with the Governments of the countries of accreditation, the United Nations Agencies and International Organizations through enhanced diplomatic engagement;
- Provision of information on various sectors in Kenya including trade, investment opportunities, education, employment, culture and travel;

- Provision of advice to the Kenya Diaspora including students within the countries of accreditation; and;
- Provision of consular services to both Kenyan Diaspora and citizens of the countries of accreditation.

9. Service Standards

This Service Delivery Charter is a commitment by the Mission to provide the highest standards of services to all clients and stakeholders on behalf of the Kenya Government. Clients and stakeholders expect the following from the Mission:

(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;
- 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
- Answering to telephone calls promptly in the shortest time possible N/A during official working hours
- Response to letters, emails and other written correspondence within 48 hours upon receipt

(iii) Accessibility

We are available as follows:

Summer

- Monday to Thursday - 9.00 am 1 pm and from 2 pm to 4.00 pm
- Friday - 9.00 am to 2 pm.

Winter

- Monday to Thursday - 9.00 am 1 pm and from 2 pm to 4.00 pm
- Friday - 9.00 am to 2 pm.

The Mission will close on all Kenyan and Austrian public holidays, as well as in the event of emergencies and lockdowns occasioned by pandemics as advised by the host country. This will be communicated in the Mission's website and social media platforms.

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;
- Ensure that you obtain official receipts for all financial transactions; and
- Provide useful comments and feedback on services rendered.

11. Anti Corruption

The Mission operates in a non-corrupt environment with zero tolerance to corruption, as outlined in the Anti-Corruption Policy of the Ministry of Foreign Affairs and National Legislations to combat corruption. We will appreciate and act on any information on corruption activity reported to us.

12. Review of the Service Charter

The Service Delivery Charter is subject to review as necessary every five (5) years to ensure that it is in tandem with both the Service Delivery Charter and the Strategic Plan 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 Delivery Charter to enable us enhance quality of service to our clients. Such remarks should be addressed to:

The Ambassador/Permanent Representative

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

Emails: Official: office@kenyaembassyvienna.at and vienna@mfa.go.ke

Consular matters: consular@kenyaembassyvienna.at

Diaspora matters: diaspora@kenyaembassyvienna.at

Further information about us and our services is available on our website: www.kenyaembassyvienna.at