



KENYA HIGH COMMISSION, LUSAKA SERVICE DELIVERY CHARTER



VISION

A competitive Diplomatic Mission regionally and globally.

MISSION

To project, promote and protect national interests in the Republic of Zambia, Republic of Malawi and COMESA through effective diplomatic engagements and innovative diplomacy.

CORE MANDATE

To articulate and implement Kenya's Foreign Policy in the countries of accreditation and COMESA.

CORE VALUES

Patriotism, Transparency, Accountability, Ethics, Integrity, Equity, Fairness, Customer Focus & Professionalism.

S/NO	SERVICES RENDERED	REQUIREMENTS	COST	TIMELINE
1.	Promotion and enhancement of bilateral relations between Kenya and the countries of accreditation	Diplomatic engagements	Nil	Continuous
2	Represent Kenya in COMESA	Attend COMESA meetings, Functions, Receptions	Nil	Continuous
3.	Provision of advisory services on Trade, Tourism and Investment matters in Kenya	Receipt of request	Nil	Within three (3) working days
4.	Facilitation of visiting Kenyan delegations to Zambia and Malawi	<ul style="list-style-type: none"> ■ Receipt of communication ■ Arrival of delegation 	Nil	<ul style="list-style-type: none"> ■ Upon receipt of communication ■ Upon arrival
5.	Host Kenya Diaspora in Zambia and Malawi during Kenya National Days: <ul style="list-style-type: none"> ■ Madaraka Day ■ Jamhuri Day 	Invitations to the Kenya Diaspora in Zambia and Malawi.	Nil	1st June 12th December
6.	Issuance of Electronic Travel Authorization	<ul style="list-style-type: none"> ■ Online applications on etakenya.go.ke ■ Uploaded requisite documents 	<ul style="list-style-type: none"> ■ Standard entry eTA applications – USD 30 ■ Bilateral Country Agreement (eTA free countries) – USD 0 ■ Diplomats on Official Duty – USD 0 ■ East Africa Community Citizens – USD 0 ■ USA 5-year multiple entry eTA – USD 185 ■ East African Tourist eTA – USD 100 ■ 1-year multiple entry eTA – USD 300 ■ Transit eTA – USD 20 	■ Within 72 Hours
			<ul style="list-style-type: none"> ■ Expedited (eTA) Service – USD 100 	Immediately
7.	Authentication of documents: <ul style="list-style-type: none"> i. Identification Document (ID) ii. Passport iii. Driver's License 	<ul style="list-style-type: none"> ■ Receipt of request ■ Presentation of valid/ original documents and copies 	Nil	■ Within one (1) day
8.	Issuance of government documents: <ul style="list-style-type: none"> i. Passport ii. Police Clearance iii. Birth Certificate iv. Emergency Travel Document 	<ul style="list-style-type: none"> ■ Online application for Passports at www.ecitizen.go.ke ■ Online application for Police Clearance Certificate at www.dci.go.ke ■ Online application for Birth Certificate at www.ecitizen.go.ke ■ Receipt of written request for Emergency Travel Document and Police Clearance ■ Duly filled application forms 	<ul style="list-style-type: none"> ■ Police Clearance – Ksh 1,050 ■ Birth Certificate – USD 150 ■ Emergency Travel Document - ZMW 400 	<ul style="list-style-type: none"> ■ Within twenty-one (21) days for Passports ■ Within twenty-one (21) working days for Police Clearance Certificate ■ Within forty eight hours (48) hours for Emergency Travel Document
9.	Attending to visitors	Arrival of visitors	Nil	<ul style="list-style-type: none"> ■ Promptly for visitors with appointment ■ Within 30 minutes for visitors without appointments
10.	Payment for goods and services	Accurate supporting documents e.g. Invoices	Nil	Within fourteen (14) working days upon receipt of requisite documents
11.	Response to communication (e.g. emails, letters, note verbales & incoming calls)	Receipt of communication	Nil	<ul style="list-style-type: none"> ■ Receive and answer calls within three (3) rings ■ Immediately or within two (2) working days for emails ■ Within five (5) working days for Letters and Note Verbales ■ For complex issues, will give an initial response on when the full response should be expected
12.	Provision/Dissemination of information	Receipt of request/Availability of information	Nil	<ul style="list-style-type: none"> ■ Within two (2) working days upon receipt of request ■ For complex issues, will give an initial response on when the full response should be expected

“Commitment to Courtesy and Excellence in Service Delivery”

The Kenya High Commission is committed to the delivery of efficient and quality service. Any Service that does not conform to the above standards or any officer who does not live up to our commitment to courtesy and excellence in service delivery should be reported to:

**The High Commissioner,
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