



REPUBLIC OF KENYA

**PERMANENT MISSION OF THE REPUBLIC OF KENYA
TO THE UNITED NATIONS
OFFICE IN GENEVA
AND OTHER INTERNATIONAL ORGANIZATIONS**



SERVICE DELIVERY CHARTER

February 2022



REPUBLIC OF KENYA

THEME

“Building bridges for peace, international cooperation, global competitiveness, and shared national prosperity”.

Address: Allée David - Morse 6
1202 Geneva
SWITZERLAND

Telephone: +41 (0) 22 906 40 50/73

Fax : +41 (0) 22 731 29 05

Website: www.kenyamission.ch

E-mail: geneva@kenyamission.ch

Twitter: @KenyaMissionUNG



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FOREWORD



In line with the Public Service and the Ministry of Foreign Affairs' commitments to provide effective, efficient, and ethical services to the public, the Permanent Mission of Kenya to the United Nations and other International Organizations in Geneva (herein referred to as "the Mission") is equally dedicated to offering outstanding services to all our clients and stakeholders. Towards this end, it is an

honour and pleasure to present this Service Charter to all those we serve.

The Mission is mandated to project, promote and protect Kenya's interests in all the organizations it covers in Switzerland and, therefore, leads Kenya's multilateral engagement with member states of the UN and all International Organizations based in Switzerland, which is the second largest United Nations office after the headquarters in New York. Our engagement with international organizations in Geneva and other parts of Switzerland is pivotal in transforming Kenya into a vibrant economy that provides high quality of life to its citizens as defined in Kenya Vision 2030.

This Service Charter, therefore, spells out our mandate and core functions, and serves as a social contract between the Mission and our clients and stakeholders. It stipulates the functions and obligations of the Mission as the service provider as well as obligations and expectations of those we serve. It clearly outlines the Mission's commitment to render effective and efficient services guided by our core values in a timely manner.

It is my hope and desire that this Service Charter will promote accountability in provision of services and enhance transparency in our engagement with clients and stakeholders. We will, therefore, endeavour to evaluate our performance from time to time to ensure that we meet the expectations of all those we serve.

Dr. Cleopa Mailu, EGH
AMBASSADOR/PERMANENT REPRESENTATIVE

1. INTRODUCTION

The Permanent Mission of the Republic of Kenya in Geneva was established in 1986. It is accredited to the United Nations Office in Geneva and other international Organizations including, the World Trade Organization (WTO). Among other international organizations are: the United Nations Conference on Trade and Development (UNCTAD), the World Intellectual Property Organization (WIPO), the International Labour Organization (ILO), the World Health Organization (WHO), the Office of the United Nations High Commissioner for Human Rights (UNHCHR), the Office of the United Nations High Commissioner for Refugees (UNHCR), the World Meteorological Organization (WMO), the International Committee of the Red Cross, the International Federation of Red Cross and Red Crescent Societies, the Inter-Parliamentary Union, the International Commission of Jurists and the International Telecommunications Union. Countless international accords and peace treaties have been signed in Geneva and the city leads the world in the number of international conferences and meetings which it hosts every year.

Kenya is one of the founder members of the WTO that was established in 1995. The Mission is one of five posts (along with the missions in New York, Vienna, Rome and Nairobi) that represent Kenya's interests in the UN system.

The Mission's work in Geneva is inspired by the country's commitment as a respected member of the community of nations as well as leadership in the United Nation's history, epitomised by our capital city, Nairobi being the only UN headquarters in Africa and in the global South. Within the UN, we work closely with the 193 member states to maintain a distinct Kenyan voice in championing global issues of trade, peace and security, climate change, sustainable development, human rights, disarmament, terrorism, humanitarian and health issues, gender equality, governance, among others. To achieve this, we strive to pursue our obligations, responsibilities, and commitments to all our clients and stakeholders.

2. PURPOSE OF THE CHARTER

The purpose of this Service Charter is to inform our clients and stakeholders of the services we offer, our service standards and mechanisms for redress where our services fall short of expectations. This Service Charter also highlights our core functions, values and commitments to continuously improve the quality of services to our customers.

3. OUR ROLE

The role of the Permanent Mission of Kenya in Geneva is to pursue Kenya's interests within the United Nations and its specialized agencies. This entails negotiating, advocating and promoting Kenya's interests and policies within the multilateral architecture to achieve common objectives. To achieve this, the Mission works with the entire UN membership to enhance peace and security, promote global political, economic and social development, strengthen environmental protection, and address human rights as well as humanitarian affairs.

4. OUR MANDATE AND CORE FUNCTIONS

To pursue Kenya's interests within the United Nations bodies and specialized agencies in Geneva and other international organizations in Switzerland through multilateral diplomacy.

The scope of work entails to:

- Promote multilateralism to secure a rules-based international system;
- Promote Kenya's international relations objectives;
- Monitor international developments and advise the government on policy options to enable informed decision-making;
- Promote development;
- Promote international security;
- Promote Human Rights and fundamental freedoms;
- Promote refugee affairs and humanitarian assistance;
- Promote environmental management and conservation;
- Promote labour, and social relation and migration matters;
- Promote Telecommunications and ICTs;
- Coordinate government positions on intellectual property matters;
- Participate in development of norms and set standards;
- Participate actively in protecting and improving the multilateral trading system within the WTO and other organizations to leverage the gains and promote economic development in Kenya.
- Engage international partners in initiatives on health, particularly, UHC, HIV/AIDS, malaria, tuberculosis and other diseases, in the context of national requirements and attaining the Sustainable Development Goals (SDGs).
- Play an active role in nuclear disarmament and non-proliferation, and in arms control with a focus on small arms and light weapons;
- Engage with other international institutions;
- Source development assistance within the UN and international organizations system.

5. OUR CORE OBJECTIVES

- To promote international peace, security, and human rights
- To promote economic cooperation, international trade and investment
- To promote and safeguard Kenya's interests
- To enhance diaspora engagement and consular services
- To enhance public diplomacy and stakeholder engagement
- To enhance policy, institutional capacity and performance management

6. OUR VISION

A Champion of Kenya's interests in the global multilateral arena.

7. OUR MISSION

To project, promote and protect Kenya's national interests while contributing towards a peaceful and equitable world through effective multilateral engagement.

8. CORE VALUES

The staff in the Mission are guided by the following values:

- **Patriotism:**
Exercise loyalty and uphold allegiance to the Republic of Kenya at all times.
- **Customer Focus:**
Promptly serve and treat our stakeholders with courtesy and respect.
- **Professionalism:**
Exercise high level of confidentiality and professional competence in all our work.
- **Equity and Fairness:**
Promote justice, impartiality and diversity in all our dealings.
- **Ethics and Integrity:**
Embrace transparency and accountability in all operations of the Mission.
- **Team Spirit:**
Promote teamwork to enhance service delivery and exercise shared and collective responsibility in executing our mandate.

9. OUR CUSTOMERS AND STAKEHOLDERS

Our customers include:

- The People of Kenya
- Ministries, Counties, Departments and Agencies in Kenya;
- The United Nations Office and its specialized agencies;
- Permanent Mission of Switzerland and Permanent Missions of other countries accredited to the United Nations Office in Geneva and the WTO;
- International Organizations based in Geneva;
- The Private sector,
- Civil Society Organizations,
- Citizens of other countries
- Mission staff.

10. OUR SERVICES

We provide the following services:

To the People of Kenya

- Information on national policy and new developments;
- Lobbying for high level employment opportunities in policy organs of the UN and its programmes, agencies and Funds;
- Promotion of the image, culture, and interests of the Kenyan people.

To other Ministries, Counties, Departments and Agencies

- Provision of strategic information on events/meetings;
- Protocol services for visiting delegations;
- Preparation of briefs and reports on events relating to the United Nations and International Organizations in Geneva;
- Lobbying for specific interests and concerns as presented by the line Ministries/Departments.

To Permanent Missions Accredited to the UN and International Organizations in Geneva, Switzerland

- Liaison with MFA and other MCDAs;
- Elaboration of Kenya's positions on various issues.
- Contribution to debates and negotiations on individual and country group's matters.

To Foreign Governments

- Liaison services with relevant Kenyan authorities and organizations and response to enquiries.

To the United Nations and its Specialized Agencies

- Transmission of official correspondences;
- Liaison services;
- Facilitate negotiations on issues where Kenya has an interest, or upon request;
- Provision of advice on Kenyan related positions/matters;
- Follow up on specific and strategic and administrative matters relating to the United Nations Office(s) in Nairobi, etc.
- Ensure that the status of ratification of treaties and instruments is up to date in the United Nations records.

To International Organizations based in Geneva/Switzerland

- Provide information on Kenya
- Advisory services

To Private Sector, Civil Society Organizations and Citizens of other countries

- Advisory services;
- Information on the Kenyan people, economy, trade, tourism, and investment opportunities;
- Consular services.

Mission Staff

- General administrative services;
- Welfare services;
- Moral support and encouragement;
- Teamwork and mutual support in whatever undertakings.

11. OUR SERVICE QUALITY AND RESPONSIVENESS

We will endeavour to:

- Treat you with respect and courtesy;
- Maintain confidentiality where required;
- Act with care, diligence, honesty and integrity;
- Identify ourselves appropriately when serving you;
- Deal with your enquiries and complaints promptly and effectively;
- Answer your phone calls promptly;
- Address any arising complaints;
- Be clear and helpful;
- Refer enquiries to which we cannot sufficiently respond to relevant agencies/authorities; and
- Ensure that our website is well set out, frequently updated and user friendly.

12. OUR COMMITMENT TO CUSTOMERS

We are committed to providing quality services to all our customers. We, therefore, pledge that we shall:

- Uphold professionalism and integrity;
- Provide effective and efficient services;
- Be proactive in undertaking our duties and responsibilities;
- Provide timely and relevant information as and when required;
- Treat both information and our customers with confidentiality;
- Treat our customers with respect and courtesy;
- Maintain an open-door policy to all in need of our services;
- Facilitate capacity building through training of our staff who are internal customers;
- Engage high calibre service providers to guarantee quality service;
- Improve procedures for monitoring the quality of our services and reporting the results;
- Upgrade the ways in which we deliver our services, in line with increasing improvements in technology and the changing needs of our clients;
- Develop a more streamlined system of handling enquires and feedback on our Services.
- Promptly and positively respond to staff needs; and
- Provide a conducive working environment.

13. OUR CUSTOMER OBLIGATIONS

As customers, to ensure that you receive quality service, you are expected to fulfil the following obligations:

- Provide accurate, timely information and documentation to facilitate prompt action;
- Uphold professionalism and integrity in your actions with us;
- Treat our staff courteously and with respect;
- Give your feedback, views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to our clients;
- Give your views in random surveys of how you perceive our services and what additional services you need; and,
- Observe and respect our procedures, rules, and regulations.

To Each Other as Colleagues

- Teamwork and collective responsibility;
- Honesty, transparency and accountability;
- Courtesy and respect;
- Respect for family values; and,
- Equity.

14. REVIEW OF THIS CHARTER

This Service Charter will be reviewed after every three (3) years or on need basis to ensure it responds to new and emerging developments and accommodate lessons learnt from its implementation.

15. FEEDBACK MECHANISM

Complaints, Comments and Suggestions

We greatly welcome feedback on our performance to enable us deliver quality service to our customers. If you are dissatisfied with our services, kindly submit your complaints, comments or suggestions to us. These will be dealt with accordingly. The Mission has also assigned a Public Complaints Liaison Officer to coordinate the resolution of complaints whose contacts are as follows:

Public Complaints Liaison Officer

Tel. 022 906 40 50/73 Fax 022 731 29 05

Email address: geneva@kenyamission.ch **OR** complaints@mfa.go.ke

In case you are dissatisfied with a decision of the Mission or the Ministry and have information or evidence that may not have been considered in the decision made, you may make an appeal the Commission on Administrative Justice (Office of the Ombudsman) through the contacts below:

Commission Secretary/CEO

Commission on Administrative Justice

2nd Floor, West End Towers, Waiyaki Way Westlands

P.O. Box 20414-00200

NAIROBI

Tel. +254-20-2270000/2303000/2603765/

2409574/0777125818

Toll free No. 0800221349

Email address:

info@ombudsman.go.ke/complain@ombudsman.go.ke

Website: www.ombudsman.go.ke

16. SUMMARY OF SERVICES OFFERED BY THE MISSION

No.	Services/Good	Requirements to obtain service/good	Cost of service/good	Timeline
1.	Lobby for Kenya's candidates/ candidature to policy organs/ positions in International Organisations	<ul style="list-style-type: none"> • Notification of vacancy • Kenya's eligibility • Necessary documentation and campaign finances 	Nil	Within seven (7) days upon receipt of information until the end of the stipulated period
2.	Respond to correspondences (letters, note verbales, emails)	Receipt of correspondences	Nil	<ul style="list-style-type: none"> • Within five (5) working days for letters and note verbale • Within two (2) working days for emails • For complex issues, will give an initial reply of when the full response should be expected
3.	Respond to Telephone calls	Receipt of incoming calls	Nil	Within three (3) rings

4.	Submission of documents/ reports or other information to the Ministry headquarters	Receipt of documents/ reports from the relevant office	Nil	Within set deadlines
5.	Submission of documents/other information from Ministries/ Departments/ Agencies (MDAs) to UN and other International Organizations in Switzerland	Receipt of documents/ other information from the relevant MDAs	Nil	Within set deadlines
6.	Payment for goods, services and works	Valid documentation (LPO, invoices etc); certified delivery and inspection reports	Nil	Within fourteen (14) working days
7.	Attending to visitors	Confirmed appointment or on case-by-case basis	Nil	Promptly
8.	Resolve complaints/ Process requests for information	Complaints/ Information requests received	Nil	Within thirty (30) working days upon receipt of requests

FRENCH VERSION

No.	Services/ Biens	Exigences pour	Coût du	Délai
1.	Faire du lobbying pour les candidats du Kenya/ candidatures aux organes politiques/ postes dans les organisations internationales	<ul style="list-style-type: none"> • Avis de vacance de poste • L'éligibilité du Kenya • Documentation nécessaire et financement de la campagne 	Néant	Dans les sept (7) jours suivant la réception de l'information jusqu'à la fin de la période stipulée
2.	Répondre aux correspondances (lettres, notes verbales, courriels)	Réception des correspondances	Néant	<ul style="list-style-type: none"> • Dans un délai de cinq (5) jours ouvrables pour les lettres et notes verbales • Dans un délai de deux (2) jours ouvrables pour les courriels • Pour les questions complexes, donnera une première réponse indiquant quand la réponse complète devrait être prévue
3.	Répondre aux appels téléphoniques	Réception des appels entrants	Néant	Dans un délai de trois (3) sonneries de téléphone

4.	Soumission de documents/ rapports ou autres informations au siège du ministère	Réception des documents/ rapports du bureau compétent	Néant	Dans les délais fixés
5.	Soumission de documents/autres informations provenant des ministères/ départements/ agences (MDA) de l'ONU et d'autres organisations à Genève	Réception des documents/autres informations du MDA concerné	Néant	Dans les délais impartis
6.	Paiement des biens, services et travaux	Documentation valable (bon de commande local, factures, etc.) ; rapports de livraison et d'inspection certifiés	Néant	Dans un délai de quatorze (14) jours ouvrables
7.	Assister les visiteurs	Rendez-vous confirmé ou au cas par cas	Néant	Promptement
8.	Résoudre les plaintes/traiter les demandes d'information	Plaintes/Demandes d'information reçues	Néant	Dans un délai de trente (30) jours ouvrables à compter de la réception des demandes

17. HOW TO CONTACT US

You may wish to contact us as follows:

For normal business, we are open from 9.00 a.m. to 5.00 p.m. Monday to Friday (We are closed on public holidays and have a lunch break between 1.00 p.m. and 2.00 p.m. In special circumstances such as the Covid-19 pandemic, an appointment to visit the Mission physically is mandatory).

Our address is:

**The Ambassador/Permanent Representative
Permanent Mission of the Republic of Kenya to the United Nations
Office**

Allée David - Morse 6

1202 Geneva

Tel. +41229064050/73

E-mail: geneva@kenyamission.ch

Website: <http://www.kenyamission.ch>

Twitter: [@KenyaMissionUNG](https://twitter.com/KenyaMissionUNG)

**EXCELLENT SERVICE IS YOUR RIGHT/ L'EXCELLENCE
DU SERVICE EST VOTRE DROIT**

