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1. Foreword



This Service Charter has been prepared in line with the Ministry of Foreign Affairs' commitment to the requirements of performance management in the Public Service where each of Kenya's missions abroad is required to prepare a Service Charter to support the Ministry's effort to deliver its mandate effectively. The Service Charter will enable our customers to familiarize themselves with the High Commission's functions, mission, vision, core values as well as the standard of service that our customers should expect. The charter is therefore an important tool that will support the High Commission's efforts to provide a quality service based on the principles of integrity, efficiency, transparency and accountability.

We welcome our customers and stakeholders to provide feedback on the quality of our service delivery to enable us make improvements.

MR. PHILIP MUNDIA GITHIORA

CHARGE D'AFFAIRES A.I



2. Introduction

Kenya and Rwanda established diplomatic relations in 1965 which was followed by the opening of Kenya High Commission in Kigali in 1986. However, the Mission was temporarily closed in 1994 due to the Rwanda genocide but was re-opened in 2001.

Relations between Kenya and Rwanda are not only historical but are defined by the indispensable need to work together within the spirit of the EAC. Kenya and Rwanda have established a Joint Permanent Commission (JPC) as a guiding framework of the bilateral relations.

The constantly changing global landscape dictates that the Mission continuously review and align its strategic objectives to the changing trends in order to effectively deliver on our mandate.

3. Objectives of the Charter

The main objective of this Service Charter is to augment the levels of awareness among our customers and stakeholders about the High Commission's role and services. The Service Charter also provides insights into our core functions and values, the standards we have set and our commitment to continued improvement of service delivery.

4. Our Mandate

To facilitate mutually beneficial relations between the Governments and peoples of Rwanda and Kenya in the pursuit of Kenya's Foreign Policy objectives.

5. Vision

An institution of excellence in facilitating mutually beneficial relations between Kenya and Rwanda.



6. Mission

To advance mutually beneficial relations between Kenya and Rwanda in pursuit of Kenya's foreign policy objectives.

7. Core Values

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

8. Our Customers and Stakeholders

- The Government of Kenya including the Ministry of Foreign Affairs and other Ministries, Departments and Agencies.
- The Government and people of the Republic of Rwanda.
- Kenyans living, studying or visiting Rwanda.
- Business community and Merchants.
- Ministries/ Departments and Agencies of the Government of Rwanda
- Foreign Missions and International Organizations in Rwanda
- Kenya/ Rwanda Private Sector
- Kenya High Commission staff
- Tourist and visitors to Kenya



9. Our Core Functions

- Promotion of bilateral relations between Kenya and Rwanda.
- Participation in negotiations and implementation of joint Commissions of cooperation, treaties, conventions and agreements with Rwanda.
- Promotion of economic cooperation, trade, investment, education and cultural exchanges between the Republic of Kenya and the Republic of Rwanda.
- Provision of consular services.
- Promotion of Kenya's national strategic interests including protection of Kenyan nationals.
- Coordination of Diaspora Kenyans in order to mainstream them into the national development agenda.
- Promotion and Lobbying of Kenya's candidatures.
- Provision of protocol services for state and official visits.

10. Our services

We are committed to providing a service that is prompt, professional and customer friendly consisting of the following;

- Prompt response to inquiries.
- Respect.
- Confidentiality.
- Courtesy.
- Clarity and quality in our responses.



11. Our commitment to customers

We shall;

- i. Maintain professionalism, promptness and quality.
- ii. Provide timely and up-to-date information.
- iii. Demonstrate courtesy and respect to our customers at all times.
- iv. Maintain integrity and an open door policy to all in need of our services.
- v. Observe Government of Kenya rules and regulations in service provision.
- vi. Provide a working environment that is supportive to self development of staff.

12. Our Customer obligations

- i. State your request clearly and concisely.
- ii. Ensure accuracy in your submissions.
- iii. Follow established regulations and procedures.
- iv. Demonstrate respect and courtesy.

13. Redress mechanism

- i. The high commission is happy to address complaints from clients who are dissatisfied with the quality of services or the way in which they are delivered.
- ii. If you are not satisfied with the response you received and wish to make a formal written complaint, you can write to the High Commissioner.
- iii. If you are dissatisfied with a decision of the High Commissioner and have information or evidence which you believe may not have been considered in the first instance you can request that your issue be reconsidered.
- iv. The mission will attend to your appeal with fairness and honesty.
- v. We promise that your complaint will not affect how we will treat you in the future.



14. Review of this Charter

The Mission will strive to adhere to the promises of the charter which will be reviewed once every two years to ensure it responds to new and emerging developments in diplomatic service including lessons learnt and with an aim towards excellence.

15. Feedback

We welcome your feedback on our services in order to help us improve our service delivery by;

- Completing the feedback form at our reception desk
- Emailing us at: Kigali@ mfa.go.ke or kenyahighcommissionkigali@gmail.com

16. High Commission's Physical Address

Kenya High Commission, Blvd de l'Umuganda
B.P 6159, Kacyiru,
Telephone: 0250 583332/6 or 0788306227
Kigali, RWANDA