

NO	Service/Goods	Requirements to obtain goods/service	Cost of goods/service	Timeline
1.	Coordinate Kenya's participation in events/fora organized in the countries of accreditation to promote trade, investment and tourism	- Active participation of the line Ministries, Departments and Agencies - Invitation to the events	Nil	As per the stakeholders agreed deadlines
2.	Dissemination of information on trade, tourism and investment in Kenya to prospective investors in the countries of accreditation	- Request for information - Program to reach out to the prospective investors	Nil	- Within 10 minutes for prior informed requests - Within one day without prior information
3.	Facilitate issuance of various visas, Passport, Passport renewals, Kenyan ID's, birth certificates and other consular services	- Receipt of request - Proof of payment of required fees - Necessary approvals from Kenya government ministries/ Departments/ Agencies (MDAs)	Ranges from USD 20 – USD 300	Immediately for emergency travel certificates and one day to ten weeks for other documents.
4.	Authentication of documents	Presentation of valid/original documents	USD 50	- Promptly/within one (1) working day - For queries requiring consultation, an initial reply indicating when full response should be expected.
5.	Payment of goods and services	- Purchase/service orders - Delivery certification of service - Receipt of vouchers - Invoices/Demand notes	Nil	Within 14 working days upon receipt of requisite documents
6.	Response to correspondences (letters, note verbal's, emails e.t.c)	Receipt of correspondence	Nil	- Within five (5) working days for letters - Within two (2) days for emails - For complex issues, will give initial reply indicating when full response should be expected.
7.	Answering incoming calls	Incoming calls	Nil	Within three (3) rings

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to commitment, courtesy and excellence in service delivery should be reported to:

The Ambassador

Embassy of the Republic of Kenya - Washington, D.C.

2249 R Street NW

Washington, D.C. 20008

Tel: (202) 387 6101

Fax: (202) 462 3829