



## EMBASSY OF THE REPUBLIC OF KENYA, MUSCAT

# SERVICE DELIVERY CHARTER

### OUR VISION

To be a model Mission in safeguarding and advancing Kenya's national interests in the Sultanate of Oman.

### OUR MISSION

To project, promote and protect Kenya's interests in the Sultanate of Oman through effective diplomatic engagement.

### OUR MANDATE

To articulate and implement Kenya's Foreign Policy in the Sultanate of Oman.

### CORE VALUES

Patriotism, Fairness and Equity, Professionalism, Team Spirit, Discipline, Dignity, Integrity and ethics.

## SERVICE DELIVERY SCHEDULE

NO.	SEVICES/GOODS RENDERED	REQUIREMENT TO OBTAIN SERVICES	COST (OMR)	TIMELINE
1	Facilitate visa applications for Kenya Government officials travelling to the Sultanate on official duty	-Receipt of request.  -Valid documentation and proof of payment of visa fees where applicable	Nil	Initial intervention within immediately; Conclusion depends on individual case
2	Authentication of Documents	Receipt of request & fee	4	Within two (2) Working days
3	Attending to visitors	Arrival of visitors	Nil	Within five (5) minutes for visitors with appointment • Ten (10) minutes for visitors without appointment
4	Response to communication (letters, fax and emails)	Receipt of communication	Nil	<ul style="list-style-type: none"><li>• Within five (5) working days for letters</li><li>• Within three (3) working days for Emails</li><li>• For complex issues, we will give an initial reply and indicate when full response should be expected.</li></ul>
5	Payment of goods and services	Valid documentation such as delivery notes, invoices , signed contract agreements, among others	Nil	Within fourteen (14) working days
6	Answering to incoming calls	Incoming calls	Nil	Answer within three (3) rings
7.	Labour/ consular Intervention	Receipt of request in writing or through Telephone call	Nil	Initial intervention within 48hrs; Conclusion depends on individual case
8.	Dispatch of applications for passport renewal or new passports	Receipt of completed application forms and other necessary documents	Nil	Within 4-8 weeks
9.	Conclude host country agreements' treaties and MoUs	Receipt of request and forward it to the Headquarters	Nil	Within three (3) months upon Cabinet Approval
10.	Dissemination of information on Kenya's foreign policy	Request of information where applicable	Nil	Promptly/Within one (1) working day For queries requiring extensive consultation an initial reply shall be given indicating when full response should be expected

"We remain 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  
Tel: +968 24 697664  
Fax: +968 24697366  
Email: [muscat@mfa.go.ke](mailto:muscat@mfa.go.ke)

Or

Commission on Administration of Justice  
Tel: +254 20 2270000  
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Email: [certificationpc@ombusman.go.ke](mailto:certificationpc@ombusman.go.ke)