



**REPUBLIC OF KENYA**

**KENYA EMBASSY**

**TEL AVIV - ISRAEL**

**SERVICE CHARTER**

*'Service with Excellence'*

**Third Edition**  
**(July 2019)**

## **FOREWORD**

The Embassy of the Republic of Kenya in Israel presents to you, our customers, the Third Edition of the Kenya Embassy, Tel Aviv Service Charter. This Charter outlines our values and commitment to effective and efficient service delivery.

During the implementation period of the Charter, the Embassy of the Republic of Kenya will endeavor to promote existing cordial relations between the Republic of Kenya and the State of Israel. We are cognisant however, that in so doing, we may encounter challenges and opportunities posed by an ever-changing world and a dynamic geopolitical environment among others.

We therefore remain committed to engage constructively with our clientele so as to effectively contribute towards Kenya's aspiration of becoming "a newly industrialized, middle-income country, with a high quality life to all its citizens by the year 2030." The Mission further seeks to contribute to the Country's development agenda through implementation of Government Plans. We shall also strive to enhance relations between our Government and other Foreign Missions based in Israel for our mutual benefit.

To the Kenyan Diaspora living in Israel, our priority remains the implementation of the Kenya Diaspora Policy, which aims to integrate the Diaspora into the National Development Agenda.

In conclusion, this is to assure all, of our commitment to deliver first class services. We welcome your feedback on the same.

Lt Gen Samuel N Thuita (Rtd), MGH, EBS, OGW  
**AMBASSADOR**

## TABLE OF CONTENTS

Item	Page
Foreword .....	i
Table of Contents .....	ii
Introduction .....	1
Mandate .....	1
Vision.....	1
Mission Statement .....	1
Core Values .....	2
Core Functions .....	2
Clients and Stakeholders.....	2
Services .....	3
• To the Government and the People of Kenya.....	3
• To the host Government .....	4
• To the Kenyan Diaspora .....	4
• To Foreign Missions and International Organizations accredited to Israel.....	5
Service Standards:.....	5
• Quality .....	6
• Responsiveness .....	6
Accessibility .....	7
Client Obligations .....	7

**Review .....9**  
**Anti Corruption .....9**  
**Contact Address .....9**

## **INTRODUCTION**

The Republic of Kenya and the State of Israel are two friendly States whose interaction precedes Kenya's independence in December 1963. Both States have a similar history of struggle for independence from the British colonial regime. The post-independence period has seen close co-operation as well as warm and cordial relations.

The Kenya Embassy in Tel Aviv was established with the appointment of Kenya's first resident Ambassador to the State of Israel in March 1994.

## **MANDATE**

The Embassy's mandate is to articulate and implement Kenya's Foreign Policy in the State of Israel.

## **VISION**

An epitome of diplomatic excellence.

## **MISSION STATEMENT**

To provide effective and efficient services to our clients and stakeholders.

## **CORE VALUES**

The values that guide members of staff of the Embassy in discharging their duties are:

- Customer focus
- Patriotism
- Team Spirit
- Professionalism
- Ethics and Integrity
- Equity and Fairness
- Innovation

## **CORE FUNCTIONS**

- To strengthen the existing bilateral relations between the Republic of Kenya, the State of Israel and resident foreign Missions and international organizations accredited to Israel
- To promote Kenya as a trade, development, investment and tourism destination in the State of Israel
- To mainstream Diaspora involvement in the national development agenda
- To provide protocol services to State Officials
- To provide Consular Services

## **CLIENTS AND STAKEHOLDERS**

- The National and County Governments and the people of Kenya

- The Government and the people of Israel
- The Kenyan Diaspora in Israel
- Nationals of other countries in Israel intending to visit, trade or work in Kenya
- Foreign Missions and International Organizations accredited to the State of Israel
- Private sector and civil society in Israel

## **OUR SERVICES**

The Embassy provides the following services:

### **To the Government and the People of Kenya at both National and County levels:**

- Primary interface with the Government of Israel
- Advise on the economic, political, and social conditions in Israel
- Linkage with diplomatic community in Israel
- Facilitation and coordination of bilateral negotiations and implementation of agreements
- Information on trade and investment opportunities in Israel
- Advisory services on employment opportunities, travel and education, among others
- Information on foreign policy
- Facilitation of trade missions from Kenya



- Lobbying for Candidatures and International Jobs for Kenyans
- Provision of consular services

#### **To the host Government**

- Liaison services between the Government of Kenya and all its agencies
- Dissemination of information on Kenya, including history, government, education, trade, investment, culture and tourism
- Coordination and facilitation of official appointments and visits
- Facilitation of trade, investment and tourism missions to Kenya
- Facilitate, negotiate and implement bilateral agreements
- Liaison services with Kenyan private sector and civil society.

#### **To the Kenyan Diaspora**

- Safeguard the interests of Kenyan Nationals in Israel
- Manage Diaspora affairs
- Provide consular services
- Liaise and co-ordinate with the Government of Israel on facilitation to Kenyan nationals in distress
- Sensitise on National issues as they occur in Kenya.

**To Foreign Missions and International Organizations  
accredited to Israel**

- Liaison services.
- Dissemination of information on Kenya, including history government, trade, investment, education, culture and tourism
- Coordination and facilitation of official appointments and visits
- Liaison services with Kenyan private sector and civil society
- Facilitation of participation in international conferences in Kenya

**SERVICE STANDARDS**

This Charter is a commitment by the Kenya Embassy in Israel to provide high quality services to clients and stakeholders on behalf of the Kenya Government. We commit ourselves to serve effectively and efficiently.

As our clients and stakeholders, you can expect the following from us:

## **Quality**

We shall:

- Identify ourselves in formal interactions
- Treat clients with respect and courtesy and maintain confidentiality at all times
- Be clear and helpful in our interactions
- Provide information that is accurate, current and timely
- Act with diligence and honesty
- Endeavour to maintain a well designed and updated website.
- Increase use of technology to meet the changing needs of our customers

## **Responsiveness**

We shall endeavour to:

- Deal with all enquiries and complaints promptly and effectively
- Answer or return phone calls promptly and courteously
- Attend to visitors promptly on arrival
- Notify of meetings in good time

- Reply to letters, faxes and e-mails within three (3) working days and on more complex issues, a full response will be made within a fortnight.
- Prompt payment for goods and services upon submission of accurate invoices and supporting documents.

## **ACCESSIBILITY**

The Embassy is open from Monday to Friday as follows:

- **In Summer**

<b>Mon. to Thurs.</b>	-	<b>9.00 A.M. to 4.00 P.M.</b>
<b>Fridays</b>	-	<b>9.00 A.M. to 1.00 P.M.</b>
- **In winter**

<b>Mon. to Thurs.</b>	-	<b>9.00 A.M. to 3.30 P.M.</b>
<b>Fridays</b>	-	<b>9.00 A.M. to 1.00 P.M.</b>
- We are closed on weekends (Saturdays and Sundays). We are also closed on Kenyan and Israeli Public Holidays. On these occasions a notice will be placed at the main entrance to the Embassy at least 24 hours in advance and also posted onto our website.

## **CLIENT OBLIGATIONS**

To provide quality service that is timely and accurate; clients are obligated to:

- Kenyans are encouraged to register with the Embassy upon arrival in Israel
- Provide full information to assist in the processing of requests promptly
- Update of any changes in address and other contact details
- Quote relevant references in their written communication
- Uphold professionalism while interacting with Embassy staff
- Ensure delivery of goods and services according to specifications and within agreed timelines
- Respond to queries in a timely manner
- Make comments or give feedback appropriately on services rendered including giving suggestions on how improvements can be made
- Observe and respect the Mission's regulations and procedures
- Pay for Consular services and issuance of Kenya visas as per the details below:

**BANK DETAILS**

Bank name: Bank Leumi

Account name: Embassy of the Republic of Kenya

Branch: Kfar Shmaryahu (No.844)

Account Number: 464594/83

## **REVIEW**

This Charter is subject to regular reviews and feedback from clients and stakeholders is encouraged. We highly appreciate any remarks or suggestions on our client survey at the Embassy Reception, online through the Embassy's official e-mail: [telaviv@mfa.go.ke](mailto:telaviv@mfa.go.ke) or through any other means.

## **ANTI-CORRUPTION**

The Embassy of the Republic of Kenya in the State of Israel is a corruption free zone.

## **CONTACT ADDRESS**

Embassy of the Republic of Kenya,  
15 Abba Hillel Street /17 Ha Chilason Street,  
3rd Floor Left wing,  
Zaksenberg Building,  
P.O. Box 3621,  
Ramat Gan 52522,  
ISRAEL.

Tel. No.: +972 – 3 – 5754633, +972 – 3 – 5754674

Cell No.: +972 – 50 332 3459

Fax No.: +972 – 03 – 5754788

E-Mail: [telaviv@mfa.go.ke](mailto:telaviv@mfa.go.ke)

Website: [www.kenyaembassytlv.org.il](http://www.kenyaembassytlv.org.il)

