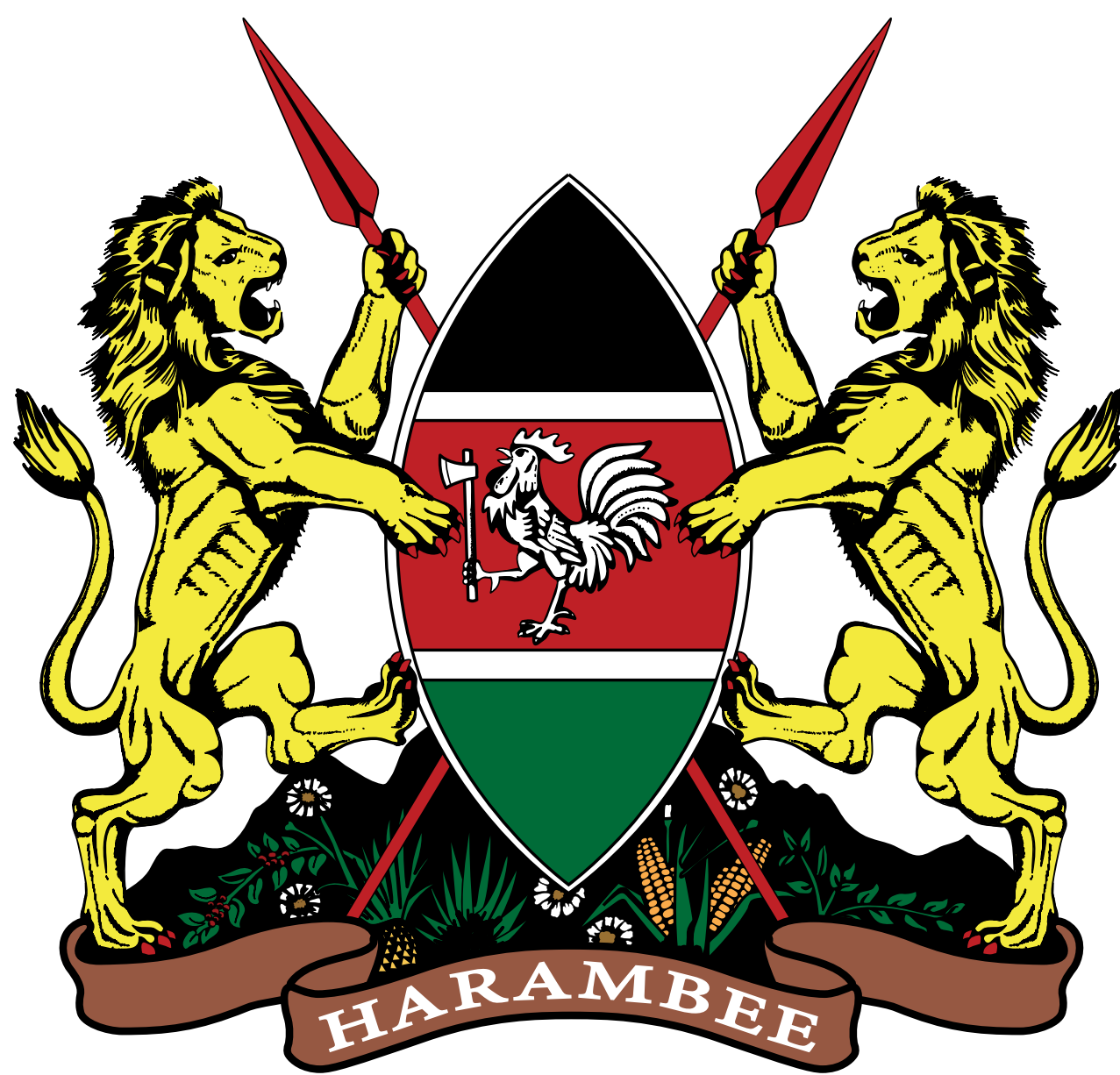




JAMHURI YA KENYA
UBALOZI WA KENYA - DAR ES SALAAM
UTARATIBU WA HUDUMA KWA RAIA

DIRA/MAONO
Uwajibikaji wa hali ya juu, Ubunifu na Huduma bora

DHAMIRA/RAJUA

Kuimarisha na kukuza uhusiano uliopo kati ya Jamhuri ya Kenya na Jamhuri ya Muungano wa Tanzania; Muungano wa Komoro; Jamhuri ya Moritania na Jamhuri ya Ushelisheli, na kuinua masilahi ya kimkakati ya Kenya ndani ya Jumuiya ya Afrika Mashariki (EAC) na Jumuiya ya Pembezoni mwa Bahari ya Hindi (IORA).

TUNU

Kumjali Mteja, Uzalendo, Kufanya kazi pamoja, Utaalamu, Maadili na Uadilifu, Usawa na Haki.

Ahadi Zetu katika Utoaji wa Huduma

S/No	Huduma	Mahitaji ya Kupata Huduma	Gharama za huduma	Muda wa Huduma
1	Majibu kwa maombi/maulizo	Maombi yaliyoandikwa (barua na maombi mengine)	Hakuna	Siku 3 za kazi
		Baruapepe na mitandao ya kijamii	Hakuna	Siku 1 ya kazi
2	Kupokea simu (za mezani na aina nyingine)	Kupiga simu	Hakuna	Sekunde 15
3	Ushughulikiaji wa malalamiko	Malalamiko yaliyoandikwa au kuletwa kwa mdomo	Hakuna	Siku 7 za kazi
4	Malipo ya bidhaa na huduma	Manunuzi/Taarifa ya makabidhiano ya utoaji huduma/Uthibitisho wa utoaji wa huduma/Uthibitisho wa vocha ya manunuzi/Hati ya maombi ya malipo	Hakuna	Siku 14 za kazi baada ya kupokea nyaraka husika kamili
5	Kuhakiki/Kuthibitisha nyaraka	Kupokea maombi na nyaraka husika	ShT. 10,000	Siku 1 ya kazi
6	Maombi ya Hati ya Kusafiri kwa njia ya mtandao	Kupokea maombi na nyaraka husika	Malipo kwa mtandao	Mwezi (1) au kulingana na ratiba zilizotolewa na Kurugenzi ya uhamiaji
7	Hati ya Kielektroniki ya Kusafiria (ETA)	Kutegemeana na mwombaji kukamilisha mahitaji ya ombi husika	Dola 30 (Malipo kwa mtandao)	Siku 3 za kazi
8	Huduma kwa Diaspora/Huduma za Kibalozi	Kupokea maombi	Hakuna	Siku 1
9	Matembezi/Msaada kwa Wafungwa Wakenya	Kupokelewa kwa taarifa	Hakuna	Mwezi 1
10	Matembezi/Msaada kwa Wakenya walioko hospitalini	Kupokelewa kwa taarifa	Hakuna	Wiki 1
11	Hati ya Dharura ya Kusafiria	Kupokea maombi na nyaraka husika	ShT. 50,000	Siku 1
12	Kibali cha Muda	Kupokea maombi na nyaraka husika	ShK. 1,000 (Malipo kwa mtandao)	Siku 1
13	Huduma za Kukanusha/Kiapo cha Kukana	Baada ya maombi kupokelewa	ShT. 1,000,000	Mwezi (1) au kulingana na ratiba zilizotolewa na Kurugenzi ya uhamiaji
14	Kupata tena Uraia	Baada ya maombi kupokelewa	ShT. 1,000,000	Mwezi (1) au kulingana na ratiba zilizotolewa na Kurugenzi ya uhamiaji
15	Majibu kwa maombi ya kibiashara	Baada ya kupokea taarifa/maombi	Hakuna	Wiki 1

TUNAAHIDI KUTOA HUDUMA KWA UKARIMU NA UBORA

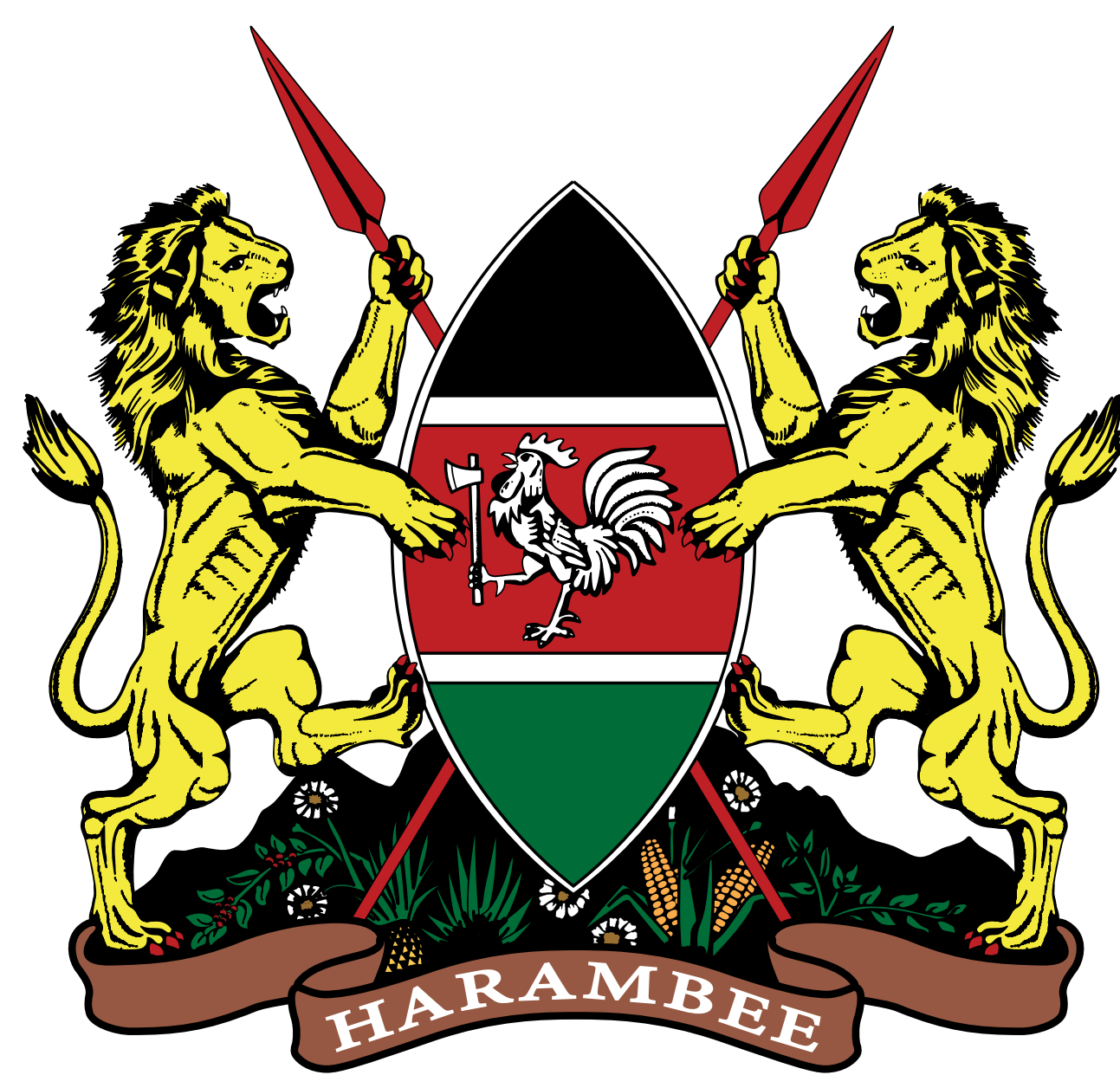
Huduma yoyote ambayo haikidhi viwango vilivyotajwa hapo juu au afisa yeyote ambaye hafuati ahadi ya kuwa na adabu na ubora katika utoaji huduma, anapaswa kuripotiwa kwa:

Balozi,
Ubalozi wa Kenya, Dar es Salaam
S.L.P 5231, Dar es Salaam
Jamhuri ya Muungano wa Tanzania
Simu: +255-22-2668285/6
Baruapepe: daressalaam@mfa.go.ke / khcdar.tz@gmail.com
Wavuti: www.kenyahctz.org

Commission Secretary/ CEO, Commission of Administration of Justice
Ghorofa ya 2, West End Towers, Waiyaki Way, Nairobi
S.L.P 2041-00200, Nairobi
Simu. +254 (0)20 240337/072270604
Baruapepe: info@ombudsman.go.ke
Wavuti: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO





REPUBLIC OF KENYA

KENYA HIGH COMMISSION DAR ES SALAAM

CITIZENS SERVICE DELIVERY CHARTER

VISION

A highly responsive, innovative and competitive Mission

MISSION

To strengthen, enhance and deepen the existing relations between the Republic of Kenya and the United Republic of Tanzania; the Union of Comoros; Republic of Mauritius and Republic of Seychelles, and leverage Kenya's strategic interests within the East African Community (EAC) and Indian Ocean Rim Association (IORA).

CORE VALUES

Customer Focus, Patriotism. Team Spirit, Professionalism, Ethics and Integrity, Equity and Fairness

Our service delivery commitments

S/No	Service	Requirement to obtain Service	Cost of a Service	Timeframe
1	Response to correspondence	Written Correspondence (letters and Note Verbales)	Nil	Three (3) working days
		Emails and social media	Nil	One (1) working day
2	Response to phone calls (landline or any other official line)	Phone call	Nil	Fifteen (15) seconds
3	Resolution of complaints	A verbales or written complain	Nil	Seven (7) working days
4	Payment of goods and services	Purchase/ Service order Delivery note/ Certification of service Inspection notes/ Certification of services Receipt vouchers Invoices/ demand notes	Nil	Fourteen (14) working days upon receipt of requisite documents
5	Authentication/ Certification of documents	Receipt of request and requisite documents	TSh. 10,000	One (1) working day
6	ePassport applications	Receipt of request and requisite documents	Online Payment	One (1) month subject to the timelines provided by the directorate of immigration
7	Electronic Travel Authorization (ETA)	Subject to fulfillment of prescribed requirements	30 USD (Online payment)	Three (3) working days
8	Diaspora/Consular Services	Receipt of information/ enquiry	Nil	One (1) day
9	Visits/Assistance to Kenyans in prison	Receipt of Notification	Nil	One (1) month
10	Visits/Assistance to Kenyans in hospital	Receipt of Notification	Nil	One (1) week
11	Emergency Travel Document	Receipt of request and requisite documents	TSh. 50,000	One (1) day
12	Temporary Permit	Receipt of request and requisite documents	KSh. 1000 (Online payment)	One (1) day
13	Renunciation applications	Receipt of application	Tsh. 1,000,000	One (1) month subject to the timelines provided by the directorate of immigration
14	Regaining Citizenship	Receipt of application	Tsh. 1,000,000	One (1) month subject to the timelines provided by the directorate of immigration
15	Response to trade Enquires	Receipt of information and enquiry	Nil	One (1) week

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 to courtesy and excellence in service delivery should be reported to:

The High Commissioner
Kenya High Commission, Dar es Salaam
P.O Box 5231, Dar es Salaam
United Republic of Tanzania
Tel. +255-22-2668285/6
Email: daressalaam@mfa.go.ke / khcdar.tz@gmail.com
Website: www.kenyahctz.org

Commission Secretary/ CEO, Commission of Administration of Justice 2nd floor,
West End Towers, Waiyaki Way, Nairobi
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HUDUMA BORA NI HAKI YAKO

