

REPUBLIC OF KENYA



STATE DEPARTMENT FOR SHIPPING AND MARITIME

Inspiring Shipping and Maritime industry in Kenya

SERVICE DELIVERY CHARTER

VISION

“A leader in the promotion of Shipping and Maritime”.

MISSION

“To promote and develop Shipping and Maritime Industry in Kenya.

CORE VALUES

- Honesty and Integrity
- Accountability and Transparency
- Equity and Equality
- High Standards of Professional Ethics
- Efficiency and Effectiveness
- Inclusiveness:

OUR OBLIGATIONS AND RANGE OF SERVICES

- i. Promotion of Maritime and Shipping Industry;
- ii. Ship Registration in Kenya;
- iii. Marine Cargo Insurance;
- iv. Establishment of Effective Admiralty Jurisdiction;
- v. Development of a Central Data and Information Centre;
- vi. Human Resource Development, Management and Research in Support of Kenya's Shipping Industry; and
- vii. Monitoring and advising on usage of Kenya's Exclusive Economic Zone in collaboration with other actors.

OUR CUSTOMERS

Our customers and stakeholders include but are not limited to:

1. The Citizens of Kenya.
2. MDAs and other Public Institutions.

3. County Government.
- 4 Development partners and International Organizations.
5. Private Sector Organizations and Professional Bodies in shipping and maritime industry.
6. Non-Governmental Organizations, Civil Society Organizations.
7. Consultants and contractors
8. Media.

OUR COMMITMENTS

1. Observe professionalism and expediency in service delivery.
2. Offer high quality service with courtesy; free from corruption or undue demands.
3. Attend to customers' requirements or issues in a diligent and respectful manner.
4. Respond promptly to enquiries and correspondences.
5. Observe Government rules and regulations.
6. Display staff badges at all times within the office premises
7. Prominently display this Service Charter in our premises with all the requisite details.

OBLIGATIONS OF OUR CUSTOMERS

1. Provide accurate and timely information to facilitate timely response.
2. Give our staff necessary cooperation and respect as they serve you.
3. Refrain from extending undue influence, favours, bribes or unethical inducements to staff.
4. Observe Government procurement rules and regulations.

RIGHTS OF OUR CUSTOMERS AND STAKEHOLDERS

1. Quality and prompt services.
2. Accurate and balanced information.
3. Respect and courteous treatment by our staff.
4. Engage in constructive criticism and own opinion.
5. Timely payments for goods delivered and services rendered.
6. Access to our offices and officers within the official working hours.

OUR SERVICES

	Service Offered	Our expectations from Stakeholders	Point of Service	Cost	Our Commitment Time/Directives
	Customer service	None	All officers	Free	Within 5 Minutes where there was prior appointment and 10 minutes for impromptu visits
	Answering telephone calls	None	All Officers	Free	Within 3 rings

	Responding to general correspondences	Letters	Hqs	Free	<ul style="list-style-type: none"> • Acknowledge within one day • Give a full response within three (3) working days for non-technical issues • Give full response within 14 days of receipt for technical issues
	Conveying the outcome of Tenders	Tender Documents	Hqs	Free	Within 21 days from the closing date
	Payments for goods supplied and services rendered	<ul style="list-style-type: none"> • Goods/services/works *Itax • Invoice • Delivery note • Inspection acceptance certificate, S13 	Hqs-Accounts	free	Within 14 days after receipt of proper documentation as per contract terms
				Free	
	Supplier Payments	Accounts Department	<ul style="list-style-type: none"> • Pay suppliers as per contractually agreed payment terms. • Pay staff claims, imprest, per diems and seminar 	Free Free	<ul style="list-style-type: none"> • Receipt of invoices by 3rd of the following month. • Approved requests

			facilitators fees within 5 working days of receipt of approved requests.		
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Any service that does not conform to the above standards or any officer who does not live up to the commitment and expectations as outlined in this Service Delivery Charter should be reported to:

Principal Secretary

State Department for Shipping and Maritime

Transcom Building

Ngong Road

P.O. Box 52692-00100

Nairobi

Telephone: (020) 2729200/2400196

Twitter @MaritimeKE

Email: ps@shippingmaritime.go.ke

Website: www.transport.go.ke