

**EMBASSY OF THE REPUBLIC OF KENYA
BANGKOK, THAILAND**

SERVICE DELIVERY CHARTER

1ST JULY 2026



**EMBASSY OF THE REPUBLIC OF KENYA
BANGKOK, THAILAND**

SERVICE DELIVERY CHARTER

1ST JULY 2026

Table of Contents

Foreword.....	3
Introduction.....	4
Purpose of the Charter	4
Vision.....	4
Mission.....	4
Our Mandate	4
Our Core Functions.....	5
Our customers	5
Our Services.....	6
1. To the people of Kenya:.....	6
2. To the Government of Kenya (Ministries, Departments and Agencies).....	6
3. To the Governments of Thailand, Laos, Cambodia, Viet Nam and Myanmar	6
4. To the People of Thailand, Laos, Cambodia, Viet Nam and Myanmar.....	7
5. To Foreign Missions accredited to Thailand, Laos, Cambodia, Viet Nam and Myanmar.....	7
6. To the Private Sector:.....	7
7. To our Staff:.....	8
Our Service Standards.....	8
1. On quality, we will:.....	8
2. Accessibility.....	8
3. On responsiveness, we will:.....	8
4. On service improvement, we aim to:	9
5. As a service provider, we commit to:	9
Obligations from our Clients/Customers	9
Review of the Charter	9
SUMMARY OF SERVICES OFFERED BY THE EMBASSY	10
FEEDBACK	13

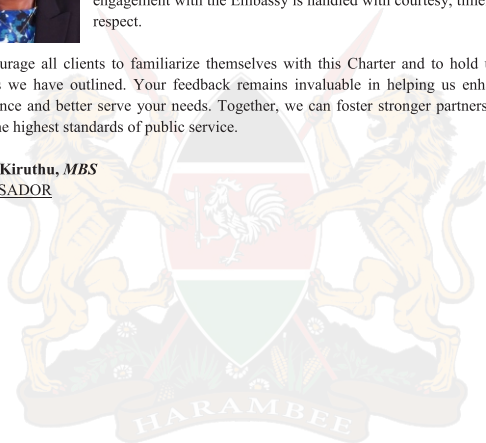
Foreword



The Embassy is committed to delivering efficient, transparent and responsive services to all our stakeholders. This Service Charter, therefore, sets out our standards, guiding mission, core values and the range of services we provide, while affirming our dedication to professionalism, integrity and accountability. It reflects our resolve to continuously improve service delivery and ensure that every engagement with the Embassy is handled with courtesy, timelines and respect.

We encourage all clients to familiarize themselves with this Charter and to hold us to the standards we have outlined. Your feedback remains invaluable in helping us enhance our performance and better serve your needs. Together, we can foster stronger partnerships and uphold the highest standards of public service.

Lucy N. Kiruthu, MBS
AMBASSADOR



Introduction

The Embassy of the Republic of Kenya in Bangkok, Thailand, was established in 2006. It is the focal point of Kenya's bilateral engagements with Thailand and other countries of accreditation in the ASEAN region; Viet Nam, Cambodia, Lao PDR and Myanmar. Guided by Kenya's Foreign Policy 2024 and the Ministry's Strategic Plan 2023 – 2027, the Embassy continues to promote, protect and project Kenya's national interests and image.

This Service Charter outlines the Embassy's vision and mission, the range of services it provides, the service standards that customers can expect, affirming commitment to efficient, effective and timely service delivery as well as clear mechanisms for feedback and continuous improvement. The Charter reaffirms the Embassy's commitment to responsive transparent and high-quality service delivery in advancing Kenya's interests across its countries of accreditation. It underscores our dedication to continuous improvement, guided by stakeholder feedback and evolving global dynamics, while upholding the highest standards of professionalism in the execution of our mandate.

Purpose of the Charter

To inform customers and stakeholders of the Embassy's commitment to delivering prompt, efficient, effective and professional services while clearly outlining its services and service standards.

Vision

A model diplomatic mission contributing to a peaceful, prosperous and globally competitive Kenya.

Mission

To articulate and implement Kenya's Foreign Policy in Thailand, Myanmar, Cambodia, Lao PDR and Viet Nam through innovative and effective diplomatic engagements.

Our Mandate

The mandate of the Embassy is to advance Kenya's Foreign Policy and the Country's Development Agenda in the host country and countries of accreditation through;

- i. Protecting Kenya's sovereignty and territorial integrity through effective engagement with the host country and countries of accreditation;
- ii. Promoting economic cooperation, bilateral trade and investment between Kenya and the host country and the countries of accreditation;
- iii. Promoting, protecting and projecting Kenya's interests and image in the host country and countries of accreditation;

- iv. Promoting continuous dialogue with Kenyans and providing effective consular services in the countries of accreditation to enhance their participation in the national development process; and,
- v. Strengthening institutional capacity of the Embassy and ensuring efficient and effective use of mission's resources for effective and accountable service delivery.

Our Core Functions

- i. Diplomatic Representation in Thailand and Countries of accreditation;
- ii. Implementation of Kenya's Foreign Policy;
- iii. Promotion of bilateral relations with Thailand and countries of accreditation;
- iv. Promoting and protecting the interests of the Kenyan diaspora in Thailand and countries of accreditation;
- v. Provision of efficient consular services;
- vi. Coordination with the Ministry Headquarters, other Missions abroad and other Government of Kenya's Ministries and Departments;
- vii. Liaising with the public and private sector institutions and other stakeholders to promote economic and commercial cooperation; and,
- viii. Provision of protocol services.

Core Values

- i. Patriotism
- ii. Excellence
- iii. Team Spirit
- iv. Customer Focus
- v. Honesty and Integrity
- vi. Inclusiveness
- vii. Professionalism
- viii. Timeliness

Our Customers

- i. The People of Kenya;
- ii. Ministry of Foreign and Diaspora Affairs;
- iii. Ministries/Departments and Agencies of the Government of Kenya;
- iv. Foreign Missions and International Organizations accredited to Thailand, Laos, Cambodia, Viet Nam and Myanmar;
- v. Ministries and Governments of Thailand, Laos, Cambodia, Viet Nam and Myanmar;
- vi. Nationals of Thailand, Laos, Cambodia, Viet Nam and Myanmar;
- vii. Other nationals' resident in Thailand, Laos, Cambodia, Viet Nam and Myanmar;
- viii. Private sector and civil society;
- ix. Academia and Non - Governmental Organizations; and,
- x. Staff of the Mission.

Our Services

1. To the People of Kenya:

- i. Facilitation and provision of information on export market and investment opportunities in Thailand, Lao PDR, Cambodia, Viet Nam and Myanmar;
- ii. Advisory and facilitation services in education, employment opportunities and travel to the accredited region;
- iii. Dissemination of information on Kenya's Foreign Policy and other Government policies;
- iv. Provision of consular services, including issuance of travel documents, logistical and assistance for repatriation of incarcerated nationals, trafficked Kenyan victims and human remains, and notifications to next of kin;
- v. Authentication of legal documents;
- vi. Identification and lobbying for international jobs;
- vii. Management of Diaspora relations;
- viii. Hosting of National Day celebrations; and,
- ix. Provision of protocol services to visiting Kenyan dignitaries

2. To the Government of Kenya (Ministries, Departments and Agencies):

- i. Primary interface with the Governments of Thailand, Laos, Cambodia, Viet Nam and Myanmar;
- ii. Facilitation and participation in events for the promotion of trade, investment, tourism, environment and culture with the countries of accreditation;
- iii. Provision of information on areas of possible cooperation between Kenya and countries of accreditation;
- iv. Linkage with relevant authorities in Thailand and other countries of accreditation;
- v. Facilitation of official travel to the accredited countries;
- vi. Provision and facilitation of protocol services;
- vii. Timely reports on regional and local political, economic, and cultural developments touching on the bilateral relations between Kenya and the countries of accreditation;
- viii. Timely returns on financial, property and human resource management; and,
- ix. Liaison services with other Government Ministries/Departments through the State Department of Foreign Affairs.

3. To the Governments of Thailand, Laos, Cambodia, Viet Nam and Myanmar:

- i. Primary interface with the Governments of Thailand, Laos, Cambodia, Viet Nam and Myanmar;
- ii. Close liaison and cooperation in matters relating to bilateral and diplomatic relations;
- iii. Dissemination of information on Kenya, such as history, Government and culture;
- iv. Facilitation and participation in promotional events on Trade, investment, tourism, among others;

- v. Facilitation of diplomats to Kenya and participation in international conferences in Kenya;
- vi. Provision of official liaison and consular services;
- vii. Conveyance of official correspondences to and from the Government of Kenya;
- viii. Coordinating and participating in multilateral and bilateral negotiations and conclusion of Memoranda of Understanding (MOU's) and agreements; and,
- ix. Participating in their national and other functions, including exhibition events, conferences, among others.

4. To the People of Thailand, Laos, Cambodia, Viet Nam and Myanmar:

- i. Dissemination of information on Kenya, such as history, Government, culture and values;
- ii. Creating awareness on Kenyan products and services, and investment and tourism Opportunities;
- iii. Establishing and maintaining linkages between Kenyan manufacturers and suppliers of goods and services, and importers in the countries of accreditation; and,
- iv. Facilitation of travel to Kenya.

5. To Foreign Missions accredited to Thailand, Laos, Cambodia, Viet Nam and Myanmar:

- i. Providing information on major developments in Kenya;
- ii. Facilitation of travel to Kenya;
- iii. Participating in the National Day celebrations and ceremonies;
- iv. Liaison and coordination services with the Diplomatic Community in the countries of accreditation; and,
- v. Exchange of experiences within the diplomatic groups, among them; Africa and Commonwealth Groups.

6. To the Private Sector:

- i. Share information on trade and investment opportunities in Kenya for investors from the region and for the Kenyan business community interested in doing business in the countries of accreditation;
- ii. Facilitation of business and trade missions to Kenya and vice versa to the countries of accreditation;
- iii. Provision of market intelligence;
- iv. Mediation and arbitration of disputes involving Kenyan exporters and importers and vice versa;
- v. Facilitation of participation in investment promotion events;
- vi. Dissemination of information on trade, investment and tourism opportunities in Kenya as well as on trade and industrial policies; and,
- vii. Provision of protocol services.

7. To our Staff:

- i. Provision of general administrative services, including working tools, efficient systems security and clear rules and regulations;
- ii. Welfare and human services as provided in the relevant policies;
- iii. Financial and accounting services;
- iv. Fairness and respect at all times;
- v. Human resource management and development services;
- vi. Improve work environment and safety measures; and,
- vii. Opportunities for self-actualization.

Our Service Standards

We are committed to providing the highest standards of service to all our customers without favour, discrimination or fear. You can expect the following from us:

1. On quality, we will:

- i. Treat you with respect and courtesy
- ii. Maintain confidentiality where required
- iii. Identify ourselves when we speak to you
- iv. Be clear and helpful in our interactions
- v. Maintain a user-friendly and frequently updated Website
- vi. Promptly refer enquiries we cannot answer to an appropriate agency/authority
- vii. Specify the extent of assistance we can offer and the cost if any.

2. On Accessibility

- i. Official working hours:
 - ✓ Monday to Thursday from 09.00 am to 5.00 pm
 - ✓ Friday from 09.00 am to 1.00 pm
 - ✓ Lunch Break from 1.00 pm to 2.00 pm
- ii. For emergency concerns we will be available 24 hrs, 7 days a week
- iii. The Mission remains closed during weekends and public holidays that are observed in the Republic of Kenya and countries of accreditation.

3. On responsiveness, we will:

- i. Answer your phone calls promptly and politely;
- ii. Attend to visitors promptly upon arrival at our premises;
- iii. Deal with your enquiries and complaints quickly and effectively;
- iv. Notify you of our meetings, at least two days in advance;
- v. Reply to your letters and e-mails within one (1) working day. On more complex issues, our initial reply will give you an estimate of the time a full response will take, and the cost, if any; and,
- vi. Promptly make payments for good and services upon submission of accurate invoices and any other supporting documents, and upon confirmation agreed standards in line with Government procurement rules and regulations.

4. On Service Improvement, we aim to:

- i. Ensure that the accuracy and quality of our services remain of high standards by continuously incorporating relevant developments in our service delivery strategies;
- ii. Further improve the quality of our services by adopting service enhancement technologies and respond to the changing needs of our clients; and,
- iii. Upgrade our services in accordance with global technological advancements and demands.

5. As a Service Provider, we commit to:

- i. Uphold professionalism and integrity;
- ii. Disseminate accurate, reliable and timely information at all times;
- iii. Provide effective and efficient services;
- iv. Improve service delivery through best management practices;
- v. Be proactive in undertaking our duties and responsibilities;
- vi. Treat information and our customers with confidentiality and dignity;
- vii. Attend to our customer issues with diligence and courtesy;
- viii. Maintain and uphold open door policy to all our customers;
- ix. Attend to service provider's complaints promptly and give feedback within a reasonable time;
- x. Promptly and positively respond to staff needs; and,
- xi. Provide a conducive environment for work.

Obligations of our Clients/Customers

To ensure effective and efficient service delivery, we expect the following from our customers/clients;

- i. Familiarization with relevant procedures, guidelines and requirements;
- ii. Identifying yourselves when you visit the Embassy and providing accurate contacts details (address and email);
- iii. Providing accurate, timely information and documentation to facilitate prompt action;
- iv. Upholding professionalism and integrity in your interactions with the Embassy staff;
- v. Treating our staff courteously;
- vi. Providing feedback to help improve service delivery and relevance;
- vii. Adhere to established procedures, rules and regulations; and,
- viii. Respecting Kenya national and cultural values.

Review of the Charter

This Charter will be reviewed every two years and on need basis to ensure that the mission is in tandem with emerging issues.

SUMMARY OF SERVICES OFFERED BY THE EMBASSY

Services/Goods Rendered	Requirements	Fees	Timeline
Attending to visitors	Arrival of visitors	Nil	Within 5 minutes
Responding to telephone calls and correspondences	Incoming call	Nil	By the third ring
Response to correspondences: letters, emails, Note Verbales	Receipt of correspondences	Nil	Within 3 working days for letters and 24hrs for emails
Processing payment for goods and services supplied	Accurate supporting documents, including invoices, and evidence of delivered goods and/or services	Nil	Within 5 working days
Update Mission website	- New and up to date information - Announcements	Nil	Within 48 hours
Provide / Disseminate information	- Request received - Availability of Information	Nil	- Promptly for verbal requests - Within 3 working days for written requests - Regularly for dissemination
Issuance of Emergency Travel Document for Kenyan lost passport	2 Passport size photographs with white background 2 photocopies of Passport Copy of Kenyan National ID 1 copy of valid Thai visa or stay permit 1 copy of Birth Certificate 1 copy of air ticket Original of Police report 2 Declaration forms	700 THB	Within 1 working day
Issuance of Emergency Certificate for Kenyan infants born abroad per infant licensing	2 Passport size photographs with white background 2 photocopies of father and mother's passport 1 copy of father or mother's Kenyan National ID 1 copy of Birth Certificate both in Thai & English 1 copy of air ticket	700THB	Within one working day
Process Certificate of No	Duly filled and signed Form r.4(3)	3,300	Within 6 to 8 weeks but may

Impediment to Marriage	Original Passport 2 photocopies of Passport 1 copy of Kenyan National ID 2 Passport size photographs with white background of applicant 1 copy of Birth Certificate 2 Passport copies of the spouse to be 1 copy of National ID of the spouse to be	THB	take longer period on case-to-case basis
Process Birth Certificate	Birth notification and original Parent's certified copies of Passport Parent's certified copies of Kenyan National ID & Birth certificate	600 THB	Within 6 to 8 weeks but may take longer period on case-to-case basis
Process Police Clearance Certificate for Kenyans	Original fingerprints and palm prints 2 copies of Kenyan National ID 2 photocopies of Passport 2 photocopies of Birth certificate 2 Passport size photographs with white background of applicant	350 THB	Within 6 to 8 weeks but may take longer period on case-to-case basis
Process Police Clearance Certificate for Foreigners	Original fingerprints and palm prints Copy of National passport as well as passport pages showing entry and exit dates from Kenya Copy of all relevant documents about living in Kenya 2 Passport size photographs with white background of applicant	350 THB	Within 6 to 8 weeks but may take longer period on case-to-case basis
Authentication and Translation of Official legal documents issued by the Government of Kenya i. Notary ii. Birth certificate iii. Marriage Certificate iv. Police Clearance Certificate v. Certificate of No Impediment to Marriage vi. Driving License Letter (issue to any	Original document & copy	500 THB per certificate	Authentication within one working day Translation within one working day

departments)			
vii. Education Documents viii. Adoption Documents	Original document & copy	500 THB per certificate	Within one working day or 4 weeks subject to authentication process
ix. Import Permit Certificate and necessary vaccinations for pets	- Copy of rabies vaccination within the last 1 year - Veterinary Health Certificate from a Thai veterinary - Kenya Revenue Authority (KRA) Customs Clearance Certificate	150 USD 550 - 650 USD	Within 2 working day Valid for 3 months
NOTE: The Import Permit Certificate and necessary vaccinations for pets is issued by the Directorate of Veterinary Services (DVS) in Kenya			
Information on issuance of passports	- Issued to Kenya citizens by the Directorate of Immigration services and is valid for a maximum period of ten (10) years - Application for e-passports is an online application - Applicants must appear in person at an issuing center in the various stations as per the appointments for submission and enrolment of bio-metrics		
Note: The Mission does not issue passports. The issuance of a Kenyan passport, is a digitized process managed by the Directorate of Immigration Services via the e-Citizen portal			
	Contact Details		
Information on Visa Application	Kenyan visa is only available online through eta.go.ke . Check for cost, Requirements & Eligibility : Visa inquiries; +254202222022 Email: evisa@immigration.go.ke		
Information on Huduma Namba National Integration Identity Management System (NIIMS) registration	Huduma Namba Secretariat www.hudumanamba.go.ke diaspora@hudumanamba.go.ke Toll free tel. No: +254-800221111 (SMS) 0800221111		

Information on Regaining Citizenship, Declaration of Dual Citizenship and Renunciation of Citizenship	Contacts for Citizenship Section E-mail: citizenshipsection@immigration.go.ke Tel. No: +254-707-658755	
---	--	--

FEEDBACK

We value any feedback from our clients because it is through such feedback that the Embassy can improve delivery of its services to customers. The Embassy therefore welcomes any compliments, complaints, comments and suggestions pertaining to the performance of our core functions and obligations as outlined in this Service Charter.

In the event that you are not satisfied with responses, you are free to submit a formal complaint, directly to the Ambassador. Please drop your views, suggestions and complaints in the suggestion box provided or write directly through the email provided below.

The Ambassador

Embassy of the Republic of Kenya
Sukhumvit Road, Ally 68, Udom Suk
Bang Na Nue, Bang Na
Bangkok 10260, THAILAND
Tel: +66 2 712 5721 or +66 2 393 3992
HOTLINE No: +66990745752
Fax: +66 2 712 5720
ambassador.bangkok@mfa.go.ke
bangkok@mfa.go.ke

External Address

Commission of Administrative Justice
West End Towers, 2nd Floor, Waiyaki Way Westlands
P.O. Box 20414-00200 Nairobi
Telephone Number +254 20 22 700 00
Email: info@ombudsman.go.ke
complain@ombudsman.go.ke
Toll Free Number: 0800221349
SMS Short - Code Number 15700

Notes:

Notes:

Notes:



REPUBLIC OF KENYA

