KENYA PORTS AUTHORITY
CUSTOMER SERVICE CHARTER

REPUBLIC OF KENYA

No.	Service	Requirements to obtain Services	Cost of Service	Timeline
		MARINE SERVICES		
1.	Provision of aids to navigation (light dues)	Request for Marine services	As prescribed in section I of the KPA Tariff 2025, (clause 4)	Continuous availability
2.	Provision of pilotage, tug and mooring services (craft assistance)	Request for Marine services	As prescribed in Section I of the KPA Tariff 2025 (clause 1,2, 3)	24 minutes of request
		CARGO HANDLING		
3.	Stevedoring services	Submission of manifest and discharge List	As prescribed in clause 13 & 14 of the KPA Tariff 2025	1 hour of mooring
4.	Shore-handling Services			
	i. Cargo loading/offloading at the ICDE & NICD	Train manifest	As prescribed in clause 16 of the KPA Tariff 2025	1 hour of train arrival
	ii. Container deliveries	Ticket for cash payment	As prescribed in clause 16 of the KPA Tariff 2025	5 hours of truck gate-in
	iii. Direct loading of conventional cargo	Request for direct loading	As prescribed in clause 15 of the KPA Tariff 2025	2 hours of truck gate-in subject to cargo availability from the vessel
		ICT SYSTEMS		
5.	Maintain ICT mission-critical systems	Log into KPA systems	Free	Availability at 99.8% uptime
6.	Maintain network availability across operational areas	Log into KPA systems	Free	Availability at 99.8% uptime
		DOCUMENT PROCESSING		
7.	Invoice processing	Submission of Pick-up Order/Pre-advice/ Statement for Services Rendered	Free	30 minutes
		CUSTOMER SUPPORT SERVICES		
8.	Telephone calls	Phone call	Free	15 seconds
9.	Written Letters	Written correspondence	Free	5 working days
10.	Online communications	Emails and social media (X, Facebook, Instagram and YouTube) communication	Free	1 working day
11.	Attend to enquiries from walk-in clients	Walk-in an make the enquiry	Free	1 minute
		PUBLIC COMPLAINTS AND ACCESS TO INFORMATION		
12.	Response to public complaints and grievances	Lodge a formal complaint	Free	1 working day
13.	Resolution of public complaints	Written complaint	Free	14 working days
14.	Processing of requests for information	Clear and specific written request	Free	21 days
		PROCUREMENT		
15.	Registration of suppliers	Completed documents filled in and uploaded on our suppliers' portal	Free	14 working days
16.	Processing of Tenders	Complete submission of bid	Free	90 days
17.	Notification of successful & unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
18.	Payment services delivered	Local Purchase Order, Invoice, Delivery Note, Certificate of Completion/goods services received	Free	60 days from date of receipt of invoice
19.	Disposal of obsolete stores	Submission of bids	Accepted bid price	60 days from the date of advertisement
		HUMAN RESOURCES		
20.	Recruitment of staff	Formal application based on the advertisement	Free	90 days
		PUBLIC PARTICIPATION		
21.	Public participation in changes in policy or business processes	Familiarization with issues and active participation	Free	1 day

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to our standards or any officer who does not live up to our commitment to courtesy and excellence in service, should be reported to::

The Managing Director,
Kenya Ports Authority
Kilindini, Mombasa
P.O. Box 95009 – 80104
Tel: +254 (0) 41 211 2999/3999
Email: kpamd@kpa.co.ke, customerfeedback@kpa.co.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way,
P.O. Box 20414-02200 Nairobi
Tel: +254 (0)20 2270000/2303000
Email: complain@ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT