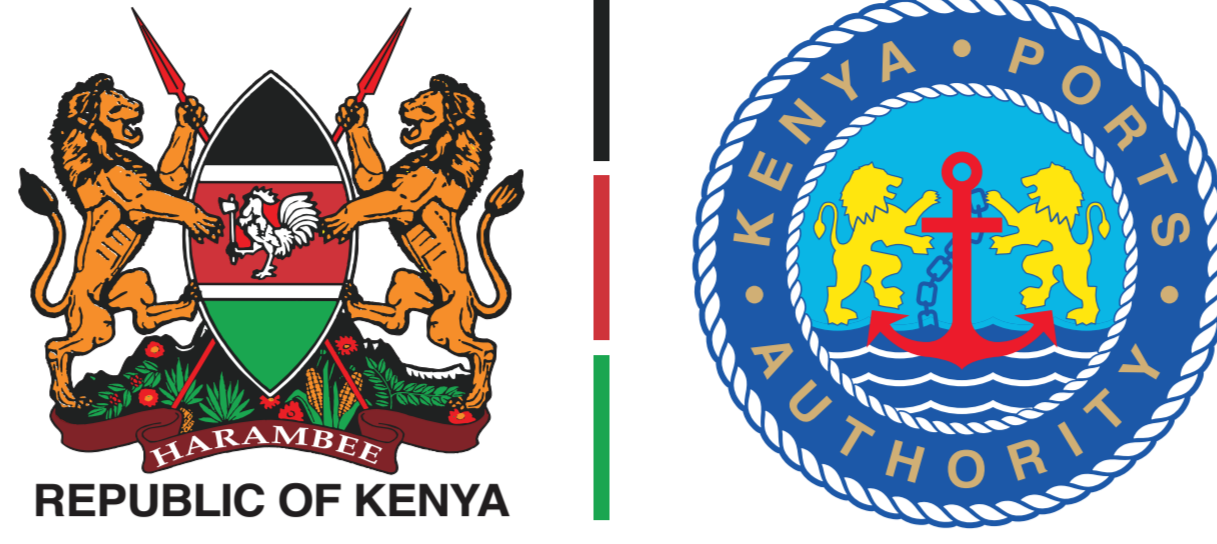


# KENYA PORTS AUTHORITY

## SERVICE CHARTER

### COMMON SERVICE AREAS



No.	Service	Requirements to obtain Services	Cost of Service	Timeline
<b>CUSTOMER SUPPORT SERVICES</b>				
1.	Telephone calls	Phone call	Free	15 seconds
2.	Written Letters	Written correspondence	Free	5 working days
3.	Online Communications	Emails and social media (X, Facebook, Instagram and YouTube) communication	Free	1 working day
4.	Attend to enquiries from walk-in clients	Walk-in and make the enquiry	Free	1 minute
<b>PUBLIC COMPLAINTS AND ACCESS TO INFORMATION</b>				
5.	Response to public complaints and grievances	Lodge a formal complaint	Free	1 working day
6.	Resolution of public complaints	Written complaint	Free	14 working days
7.	Processing of requests for information	Clear and specific written request	Free	21 days
<b>PROCUREMENT</b>				
8.	Registration of Suppliers	Completed documents filled and uploaded on our suppliers' portal	Free	14 working days
9.	Processing of Tenders	Complete submission of bid	Free	90 days
10.	Notification of successful & unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
11.	Payment services delivered	Local Purchase Order, Invoice, Delivery Note, Certificate of Completion/goods services received	Free	60 days from date of receipt of invoice
12.	Disposal of obsolete stores	Submission of bids	Accepted bid price	60 days from the date of advertisement
<b>HUMAN RESOURCES</b>				
13.	Recruitment of staff	Formal application based on the advertisement	Free	90 days
<b>PUBLIC PARTICIPATION</b>				
14.	Public participation on 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](mailto:kpamd@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](mailto:complain@ombudsman.go.ke)

### QUALITY SERVICE IS YOUR RIGHT