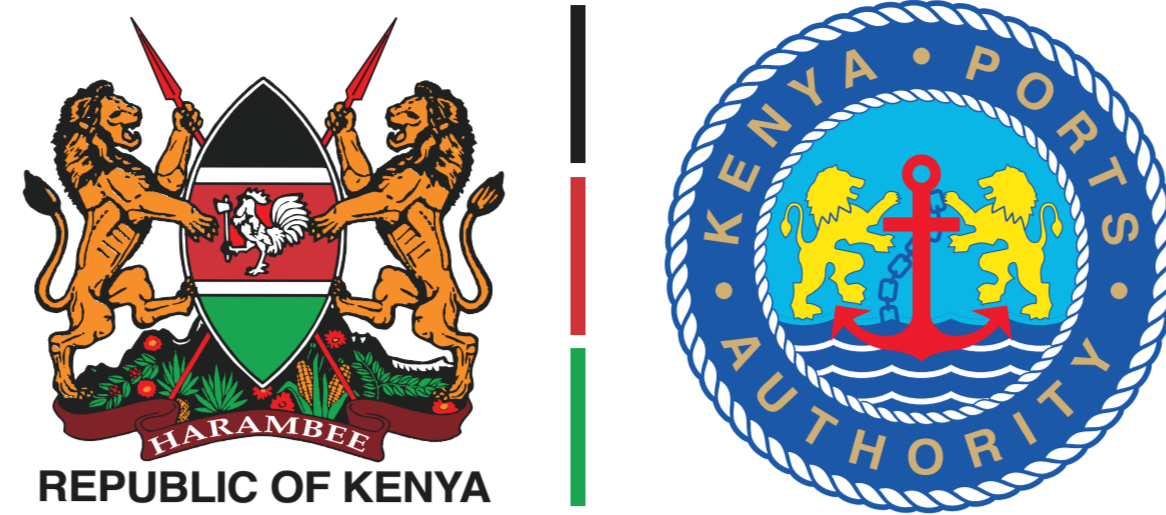


KENYA PORTS AUTHORITY SERVICE CHARTER



| 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 and 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 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 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

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