



CUSTOMER SERVICE CHARTER





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WHO WE ARE

Kenya Ports Authority is responsible for the operation and management of all seaports, inland waterways and Inland Container Depots in Kenya as well as liaison offices in Kampala, Kigali and Eastern DRC that cater for transit countries.





MANDATE

To develop, maintain, operate, improve and regulate all scheduled seaports along Kenya's coastline and inland waterways.



VISION

World-class ports of choice



MISSION

To provide efficient and competitive port services to facilitate global trade

CORE VALUES



Customer Focus

Service excellence is key to our operations and we endeavor to exceed customer expectations.



Integrity

We uphold fairness, honesty, professionalism and transparency in all our undertakings.



Innovation

We are innovative and continuously create value for our customers.



Team Work

We embrace team spirit in all that we do.



Care

We care for our staff, the communities around us and are sensitive to the environment.





CUSTOMER SERVICE CHARTER

This charter is our resolve to continually improve our services and meet your expectations. It spells out our commitment to serving you with clear standards to ensure quality, efficient and effective delivery of service.

OUR ESTEEMED CUSTOMERS

KPA customers include organizations and individuals to whom we provide services. These include the following:

Primary Customers

- Shipping Lines
- Importers
- Exporters

Secondary Customers

- Shipping Agents
- Clearing and Forwarding Agents
- Transporters

Other Stakeholders

- General Public

OUR CORE SERVICES

KPA is committed to the provision of the following services:

Marine Services

- 🌊 Pilotage
- 🌊 Mooring
- 🌊 Tug
- 🌊 Aids to navigation &
- 🌊 Dockage services

Cargo Handling

- 🌊 Stevedoring
- 🌊 Wharfage &
- 🌊 Shore handling



OUR SERVICE STANDARDS

We undertake to:

In General

- Provide port services 24 hours a day seven days a week, except on **1st May and 25th December** of every year
- Identify ourselves by displaying name badges
- Provide you with services within a safe working environment.

Operations

Sea Ports (Mombasa and Lamu)

- Maintain 100% availability of aids to navigation
- Provide pilotage, tug and mooring services (craft assistance) within **24 minutes** of request
- Commence discharge/loading operations within one hour of mooring, subject to clearance by relevant agencies
- Deliver your containers within **5 hours** of the truck's gate-in and gate-out

- Load conventional cargo for direct delivery within **2 hours** of truck gate-in, subject to cargo availability from the vessel.

Inland Container Depots (Nairobi / Naivasha)

- Commence loading/offloading operations within one hour of train arrival at the ICDs.
- Truck turnaround time of **4.5 hours** upon gate in and gate out at the ICDs.

Lake Ports (Kisumu Port)

- Maintain 100% availability of aids to navigation.
- Provide pilotage, tug and mooring services (craft assistance) within **24 minutes** of request.
- Commence discharge/loading operations within one hour of mooring, subject to clearance by relevant agencies.
- Load conventional cargo for direct delivery within **2 hours** of truck gate-in, subject to cargo availability from the vessel.

ICT Systems

- Maintain ICT mission-critical systems availability at 99.8% uptime.
- Provide 99.8% ICT network availability across KPA operational areas.

Document Processing

- Process invoices within 30 minutes upon submission of Pickup Order / Pre-Advice and interface of complete sales orders to SAP.

Correspondence

- Respond to your e-mails, digital media platforms and social media channels (Facebook, Twitter/X, Instagram and YouTube) within one working day.
- Acknowledge receipt and respond to your letters within 5 working days and on more complex issues, our initial reply will outline estimated timelines for a comprehensive response.



Public Complaints and Access to Information

- Respond to public complaints and grievances within **1 working day**
- Resolve complaints within **14 working days**
- Process requests for information within **21 days** of receiving a request

Telephone Calls

- Be available to take your calls **24 hours** a day.
- Answer your calls within **15 seconds** of the first ring.
- Identify the department called and the name of the officer answering.

Walk-ins

- Attend to enquiries from walk-in clients within 1 minute.

Procurement

- Register suppliers within 14 working days upon the supplier filling and uploading all documents following the prompt email from KPA Custom care Team.
- Process tenders within 90 days of bid submission.
- Notify successful and unsuccessful bidders within 1 working day of approval of letters of award by the accounting officer.
- Pay for goods and services received within 60 days from the date of receipt of the invoice.
- Dispose obsolete stores within 60 days from the date of advertisement.

Human Resource

- Recruitment of staff within 90 days of external advertising of vacant positions.

Public Participation

- Hold public sensitisation sessions for at least 1 day on changes in policy or business process.



OUR COMMITMENT TO YOU

- We shall serve you efficiently, diligently and with professionalism .
- You will be treated with courtesy and consideration and our staff will be helpful to see that your concerns are attended to promptly.
- We shall exercise utmost integrity and confidentiality in providing services.
- We shall refer to other relevant agencies, enquiries that require pertinent input to facilitate resolution.

YOUR RIGHTS

You have the right to:

- Inquire or complain when not satisfied with the level of service offered.
- Escalate any service-related issues to a higher office if not satisfied with the response or resolution provided.
- Offer suggestions that can enable the Authority to provide better services.
- Courteous and considerate treatment in your transactions with us.
- Give feedback on service delivery.
- Efficient service without compromise.

EXPECTATIONS FROM CUSTOMERS

To enable us to serve you better, we expect you to:

- Provide accurate, timely information and complete documentation.
- Be courteous and respectful to KPA employees.
- Update us about your organization and requirements.
- Uphold integrity and professionalism in your transactions with KPA.
- Give feedback on the quality of services delivered.
- Suggest ways to improve our services.



MONITORING & REVIEWING THE CHARTER

We shall continuously monitor and evaluate our level of service delivery set out in this Charter and subject it to a review every 3 years in view of the dynamism of the business environment.

COMPLAINT HANDLING

Customer complaints will be addressed at the relevant service point.

Kindly refer to the contact numbers on the subsequent page for service areas of your concern.

If for whatever reason your concerns are not fully addressed, please email us at customerfeedback@kpa.co.ke, providing full details of your complaint to enable us to resolve the matter.



OUR CONTACTS

KPA HEADQUARTERS

Kipevu Road
P.O. Box 95009 – 80104
Mombasa, Kenya
Website: www.kpa.co.ke

PILOT LINE

+254 41 211 2999/3999
+254 709 09 2999/3999/2000
Corporate Communications
ca@kpa.co.ke
Mombasa, Kenya

ICD NAIROBI:

+254 020 693 1000
+254 723 786 759/60
micd@kpa.co.ke
Nairobi, Kenya

ICD NAIVASHA

+254 110 921 551/4
icdnaivasha@kpa.co.ke
Naivasha, Kenya

PORT OF LAMU

+254 41 2113333/+254
709093333/730653333
customercarelamu@kpa.co.ke
Lamu, Kenya

KISUMU PORT

+254 020 693 1000
kisumuport@kpa.co.ke
Kisumu, Kenya

KAMPALA LIAISON OFFICE

+256 414 346 221/2
kampalaliaisonoffice@kpa.co.ke
Kampala, Uganda

KIGALI LIAISON OFFICE

+250 735 401 198
kigaliliaison@kpa.co.ke
Kigali, Rwanda

DRC LIAISON OFFICE

+243 827 950 873
drcliaisonoffice@kpa.co.ke
Democratic Republic of Congo

FOR MORE INFORMATION

General enquiries/information:
kpamd@kpa.co.ke

Suggestions, Complaints
and Compliments:
customerfeedback@kpa.co.ke

KPA Headquarters,
Kipevu Road,
P. O. Box 95009 – 80104,
Mombasa, Kenya.
www.kpa.co.ke

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