

REPUBLIC OF KENYA



STATE DEPARTMENT FOR SHIPPING AND MARITIME AFFAIRS Inspiring Shipping and Maritime Industry in Kenya

SERVICE DELIVERY CHARTER

VISION

A leader in the promotion of Shipping and Maritime.

MISSION

To promote and develop Shipping and Maritime Industry in Kenya.

OUR OBLIGATIONS AND RANGE OF SERVICES

1. Promotion of Maritime and Shipping Industry;
2. Maritime Transport Management;
3. Ship Registration;
4. Marine Cargo Insurance;
5. Human Resource Development, Management and Research in Support of Kenya's Shipping Industry;
6. Establishment of Effective Admiralty Jurisdiction;
7. Development of a Central Data and Information Centre;
8. Co-coordinating Maritime Spatial Planning and Integrated Coastal Zone Management;
9. Protection and Regulation of Marine Ecosystems;
10. Develop national capacity for Kenya's maritime sector;
11. Promote and facilitate placement of Kenyans in the global maritime labour market;
12. Protection of the Marine Resources in EEZ;
13. Monitoring and advising on usage of Kenya's Economic zone;
14. Ocean Governance and marine management;
15. Government Clearing and Forwarding Services.

OUR SERVICES

Service Offered	Our expectations from Stakeholders	Point of Service	Cost	Our Commitment Time/Directives
Customer service	Courtesy	All officers	Free	Within 5 Minutes where there was prior appointment and 10 minutes for impromptu visits
Answering telephone calls	Courtesy	All officers	Free	Within 3 rings
Responding to general correspondences	Letters	Headquarters	Free	- Acknowledge within one day - Give a full response within three (3) working days for non-technical issues - Give full response within 14 days of receipt for technical issues
Conveying the outcome of Tenders	Letters	Headquarters	Free	Within 21 days from the closing date
Payments for goods supplied and services rendered	- Goods/services/works *Itax - Invoice - Delivery note - Inspection acceptance certificate, S13	Headquarters - Accounts	Free	Within 14 days after receipt of proper documentation as per contract terms

Any service that does not conform to the above standards or any officer who does not live up to the commitment and expectations as outlined in this Service Delivery Charter should be reported to:

Principal Secretary
State Department for Shipping and Maritime Affairs
NSSF ANNEX Building | Ngong Road
P.O. Box 30799-00100 | Nairobi

Tel: (020) - 2727434
Twitter: @MaritimeKE
Email: ps@shippingmaritime.go.ke
Website: www.shippingmaritime.go.ke

Commission Secretary/ CEO
Commission on Administrative Justice
Westend Towers, Waiyaki Way
P. O. Box 20414 - 60200
Nairobi - KENYA

Tel: (020) - 2270000
Email: complain@ombudsman.go.ke
Website: www.ombudsman.go.ke