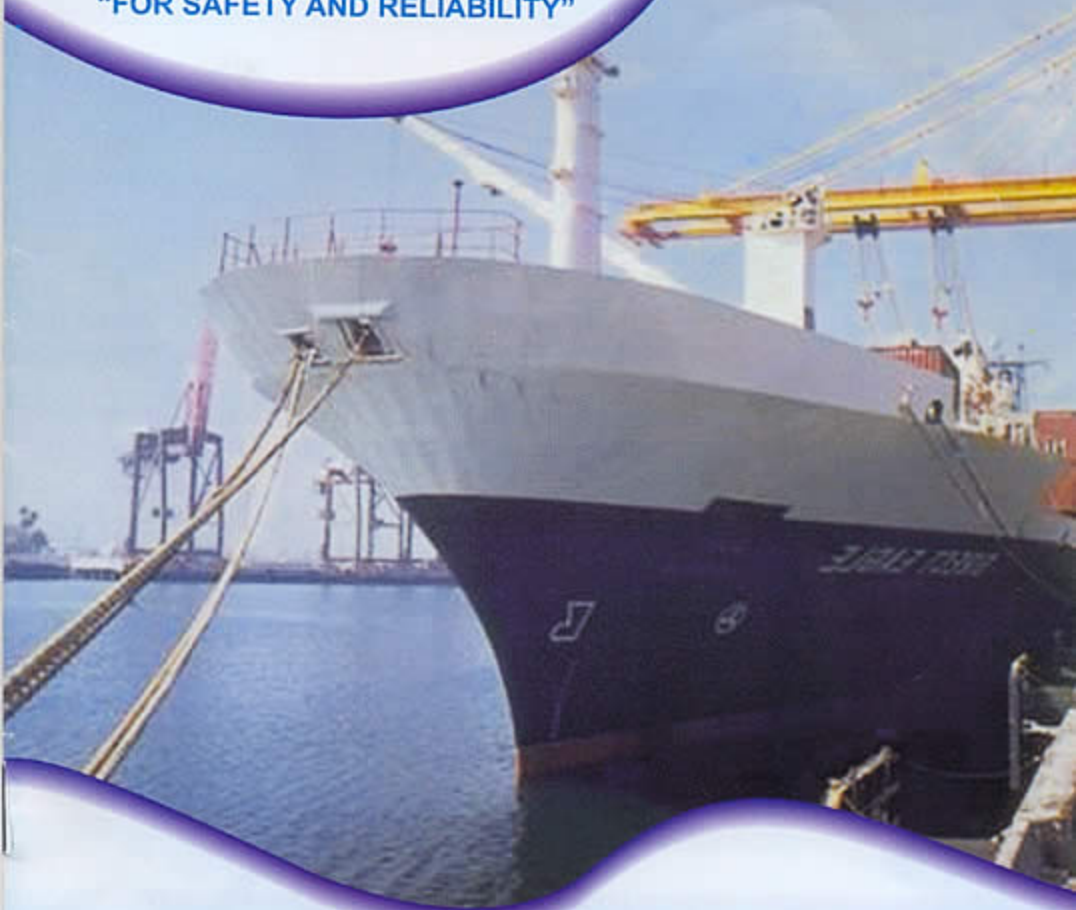




"FOR SAFETY AND RELIABILITY"



Service Charter

INTRODUCTION

This Service Charter covers the mandate of Kenya Maritime Authority (KMA) and sets out the services we provide, the level of service that a stakeholder can expect to receive and the process by which a stakeholder's concerns may be addressed.

OUR VISION

To be a world-class maritime administration.

OUR MISSION

To regulate, co-ordinate and oversee maritime affairs through ensuring safety of life at sea, security of ships and port facilities and the protection of marine environment for the socio-economic benefit of stakeholders.

OUR CORE VALUES

In our quest for timely provision of quality service, we shall be guided by the following Core Values which are articulated in detail in our five year Strategic Plan for 2006-2011:

- recruitment and retention of competent and motivated workforce
- high customer satisfaction
- professionalism
- integrity
- innovativeness and creativity
- good corporate governance
- team work

OUR SERVICES

KMA is responsible, on behalf of the Kenya Government (the Government), for the regulation and safety oversight of Kenyan registered ships and the management of Kenya's international maritime obligations.

OUR ROLE IS TO:

Enhance maritime safety and security through:

- ensuring the seaworthiness and safe operation of Kenyan and foreign vessels in Kenyan waters;

- coordinate, audit and oversee maritime security;
- provide maritime distress response services and safety communications network;
- operation of the Regional Maritime Rescue Coordination Centre and coordination of search and rescue operations for vessels in distress; and
- overseeing provision, operation and maintenance of a network of marine aids to safety of navigation.

Protect the marine environment by:

- administering programs to prevent and respond to the threat of ship-source marine pollution; and
- implementing with relevant stakeholders, Kenya's National Oil Spill Response Contingency Plan to combat pollution of the sea and inland waters by oil and other noxious and hazardous substances.

Optimize commercial maritime activities for socio-economic benefits by:

- providing information on seaborne trade;
- re-aligning commercial maritime policy towards realization of vision 2030;
- facilitating competitiveness of maritime transport services; and
- creating awareness on appropriate use of international commercial terms (Incoterms 2000)

Facilitate maritime education and Training:

- develop a national curriculum on maritime education and training in conjunction with relevant government agencies in line with International standards and vision 2030; and
- certifying and accrediting of maritime training institutions

Protect and promote the welfare of seafarers:

- ensuring working conditions of seafarers are in conformity with international standards

- overseeing recruitment and placement of seafarers aboard ships
- intervention in disputes involving seafarers and shipowners

Advise the Government on maritime legislation by:

- identifying and articulating legislative requirements; and
- provide technical advice on development, ratification and domestication of international maritime conventions and agreements

OUR STAKEHOLDERS

- The Government and its agencies;
- The shipping industry and associated
- maritime education and training institutions;
- The aviation Industry
- Suppliers of goods and services
- Oil industry
- Recreational and commercial boating communities;
- International Organizations having a bearing on maritime affairs, e.g., International Maritime Organization (IMO), International Labour Organization (ILO), United Nations Committee on Trade and Development (UNCTAD), International Chamber of Commerce (ICC), World Trade Organization (WTO), International Transport Workers' Federation (ITF), inter alia;
- Regional economic communities, e.g., Northern Transit Transport Co-ordination Authority (NTTCA), East Africa Community (EAC), Inter-Governmental Standing Committee on Shipping (ISCOS), Port Management Association of Eastern & Southern Africa (PMAESA), Common Market for Eastern & Southern Africa (COMESA), members of state of the Indian Ocean Memorandum of Understanding on Port State Control (I.O.M.O.U), inter alia
- Seafarers Unions.
- The general public.

OUR RESPONSIBILITIES

We commit ourselves to deliver professional, quality and timely services.

In this respect, we will:

- identify ourselves to you so that you know with whom you are dealing;
- treat you with courtesy and respect and listen to and take your views into consideration;
- serve you with honesty and integrity;
- perform our duties professionally and ethically
- provide services with diligence and care
- comply with all applicable Kenyan laws;
- give you timely, clear and accurate information;
- inform you of your rights, obligations, entitlements, and any costs for services;
- maintain appropriate confidentiality
- uphold transparency and accountability at all times.
- give you reasons for our decisions and inform you how you can have these decisions reviewed;
- handle all feedback, including complaints, in a professional manner as outlined in this charter;
- refer you to the relevant organisation where we do not provide the service you request;
- where appropriate, consult with you during reviews of our functions and performance.

OUR STANDARDS OF SERVICE

We will:

- respond to all written and electronic communications within five (5) working days and where this is not possible, we will inform you of the time needed to respond to your request;
- respond to any telephone inquiry within two (2) working days;
- provide timely, oral and written advice that is clear, accurate and complete;
- aim to answer all calls within 20 seconds of the first ring.
- provide service through helpful and friendly staff.

Access :

We shall provide these services through our head office, located at White House, along Moi Avenue, Mombasa. We can be contacted between 7:45 am and 5:00 pm Monday to Friday. In case of emergency, our Regional Maritime Rescue and Co-ordination Centre (RMRCC), located at Kipevu Marine Operations Building, Kipevu, is operational 24 hours a day; seven (7) days a week.

Telephone numbers: +254 41 2131100, 2131103, 2131104
+254 41 2211299 Ext: 2756

HOW YOU CAN HELP US SERVE YOU BETTER

To help us provide a timely service, we request that you:

- provide timely, sufficient and accurate information,
- treat our staff and other stakeholders with courtesy;
- fulfill any financial and other obligations in a timely manner;
- be honest and fair in your dealings with us; and
- provide appropriate feedback on our services.

YOUR RIGHTS

You are entitled to expect:

- equitable access to KMA's services;
- your issues will be handled with the requisite confidentiality;
- be issued with a receipt for all services that you have paid for;
- expect our staff to identify themselves upon request;
- getting quality services, and when not satisfied, you have a right to lodge a complaint through the laid down procedure; and
- Your feedback and complaints will be treated seriously and impartially.

Complaints

KMA will strive to get things right the first time. If something isn't resolved to your satisfaction, you have a right to make a complaint. You may complain by phone, in writing or in person.

Our complaint procedure, which is confidential, has three stages to ensure that all complaints are dealt with in a full and fair manner.

Stage 1: Your Complaint

In the first instance complaints are dealt with by the section responsible for the service.

Discuss the matter with the section staff at the time of the unsatisfactory service. If this does not resolve the matter to your satisfaction, or if you prefer not to do this, you should complain to the Manager at the nearest KMA office. The Manager will acknowledge your complaint by telephone or letter within two (2) working days of receiving it. The section will issue a full reply within five (5) working days. If this target cannot be met, you will be informed of the delay, the reason for the delay and the revised target date for responding.

Stage 2: Your complaint has been investigated, but you are not satisfied

At this stage the complaint will be dealt with by the Public Relation Officer. Again, we will aim to acknowledge your complaint within two (2) working days and aim to resolve it within five (5) working days.

Stage 3: If you are still not satisfied, what can you do?

If your complaint has still not been settled to your satisfaction, you have the right to ask the Director General to review the matter and take appropriate action.

(In order to help KMA deal adequately with any complaint and ensure that problems do not recur, please provide as much detail about the incident as possible).

CONTINUALLY IMPROVING OUR PERFORMANCE

We will promote innovation and best practice by setting annual targets for the departments, sections and individual member of staff, and carry out regular performance reviews.

In addition, we will record and analyze all complaints and regularly inform our stakeholders of these details and how we have dealt with the complaints. We will conduct regular customer satisfactory surveys to find out what you think of our services and how we might improve them.



Service Charter

To ensure that our standards meet your requirements, we will always consider your views and opinions. As a stakeholder you will have the opportunity to influence the decisions we make. We will do this in a number of ways:

- distribute this Service Charter to our stakeholders, who can review our standards and provide feedback;
- consider the customer satisfaction survey findings which we gather from regular consultation with stakeholders;
- enable stakeholders to comment on the services through our website;
- make it easier for stakeholders to give us their views and concerns, and to make our services more responsive to their needs.
- continue to monitor the adherence of the commitments made in this Charter.

LISTENING TO YOU

Your opinion matters to us and we will take every opportunity to improve the quality of our service to you. If you are happy or unhappy with our standards of service, or you have a suggestion on how we can improve our service to you; feel that the service provided to you deserves recognition; we would like to hear from you.

FOR MORE INFORMATION

Please write to: The Director General, Kenya Maritime Authority ,
P.O. Box 95076 - 80104, Mombasa, Kenya. Or
Telephone : +254 41 2318398 / 9, Fax : +254 41 2318397
Or **E-mail : info@maritimeauthority.co.ke**



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