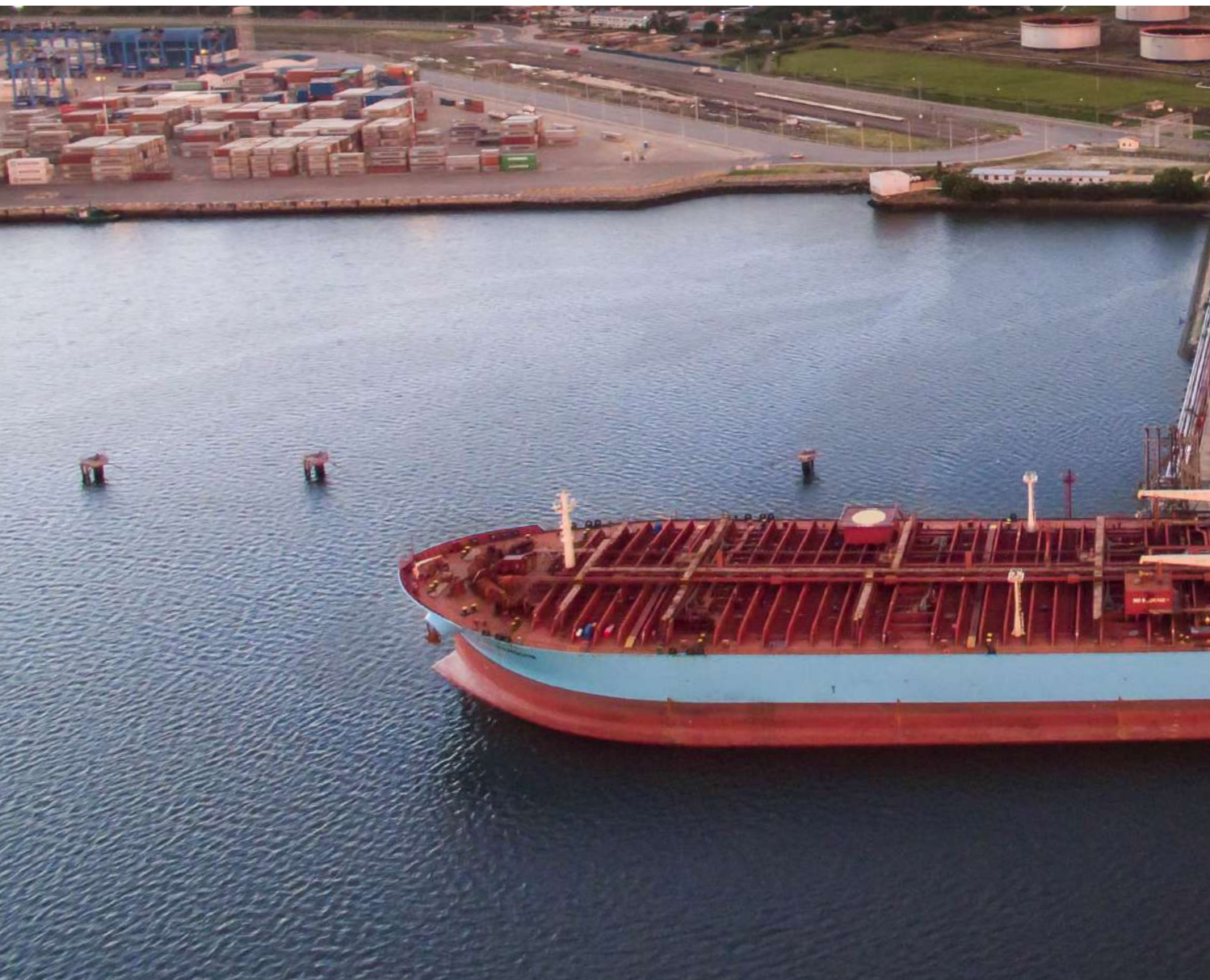




CUSTOMER SERVICE CHARTER





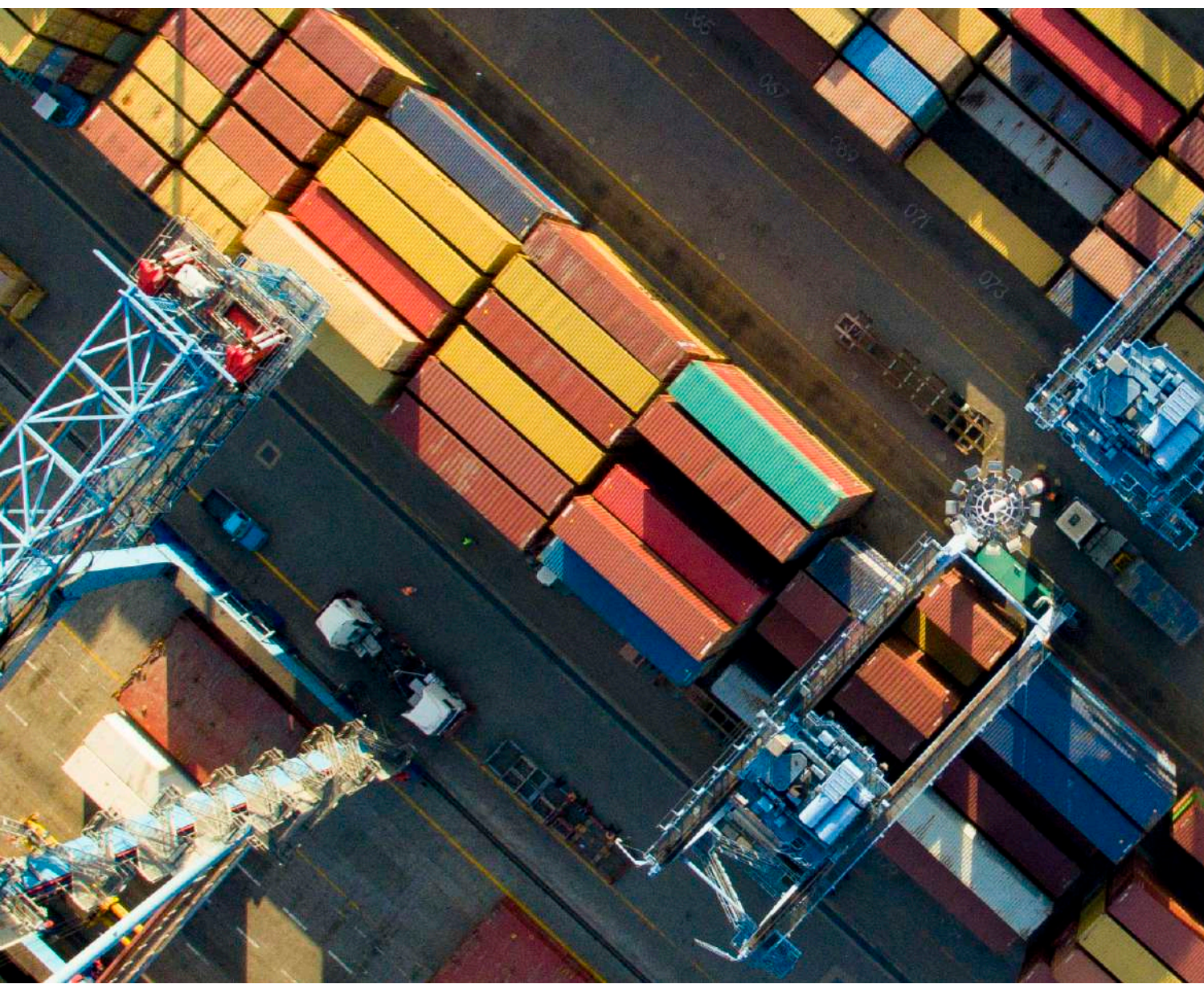




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WHO WE ARE

Kenya Ports Authority (KPA) is a statutory body under the Ministry of Transport established by an Act of Parliament on 20th January 1978. The 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 Bujumbura 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

TEAMWORK

We embrace team spirit in all that we do

INNOVATION

We are innovative and continuously create value to our customers

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 who we provide a service to. 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 and 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 28 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 truck 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 and 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.

ICT Systems

- Maintain ICT mission critical systems availability at 99% uptime
- Provide 99.9% ICT network availability across KPA operational areas.

Document Processing

- Process invoices within 15 minutes upon submission of your Pickup Order and Pre-advice.

Correspondence

- Respond to your e-mails within 24 hours
- Acknowledge receipt and respond to your letters within 5 working days and on more complex issues, our initial reply will outline estimated timelines of a comprehensive response.

Telephone Calls

- Be available to take your calls 24 hours a day
- Answer your calls within 3 rings
- Identify the department called and the name of the officer answering.



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 KPA 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 of improving our services.

MONITORING AND 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 on customerfeedback@kpa.co.ke, providing full details of your complaint to enable us to resolve the matter.



OUR CONTACTS

HEADQUARTERS

Pilot line:

+254 41212999/3999

+254 709092999

+254 709093999

+254 709092000

ICD NAIROBI:

+254 206931000

+254 723786759/60

LAMU PORT

+254 412113333

+254 709093333

+254 730653333

KAMPALA LIAISON OFFICE

+256 414346221/2

KIGALI LIAISON OFFICE

+250 735 401198

BUJUMBURA LIAISON OFFICE

+257 22 278723

+257 75805131

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.

Website: www.kpa.co.ke

Customer Service Charter 2021 Edition

