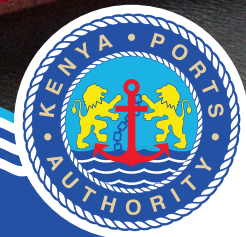




# CUSTOMER SERVICE CHARTER

You are *im*PORTant to us





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**MANDATE**  
**VISION**  
**MISSION**

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

World class ports of choice

To provide efficient and competitive port services to facilitate global trade





# OUR CORE VALUES

**Customer Focus:** Service excellence is key to our operations and we endeavor to exceed customer expectations

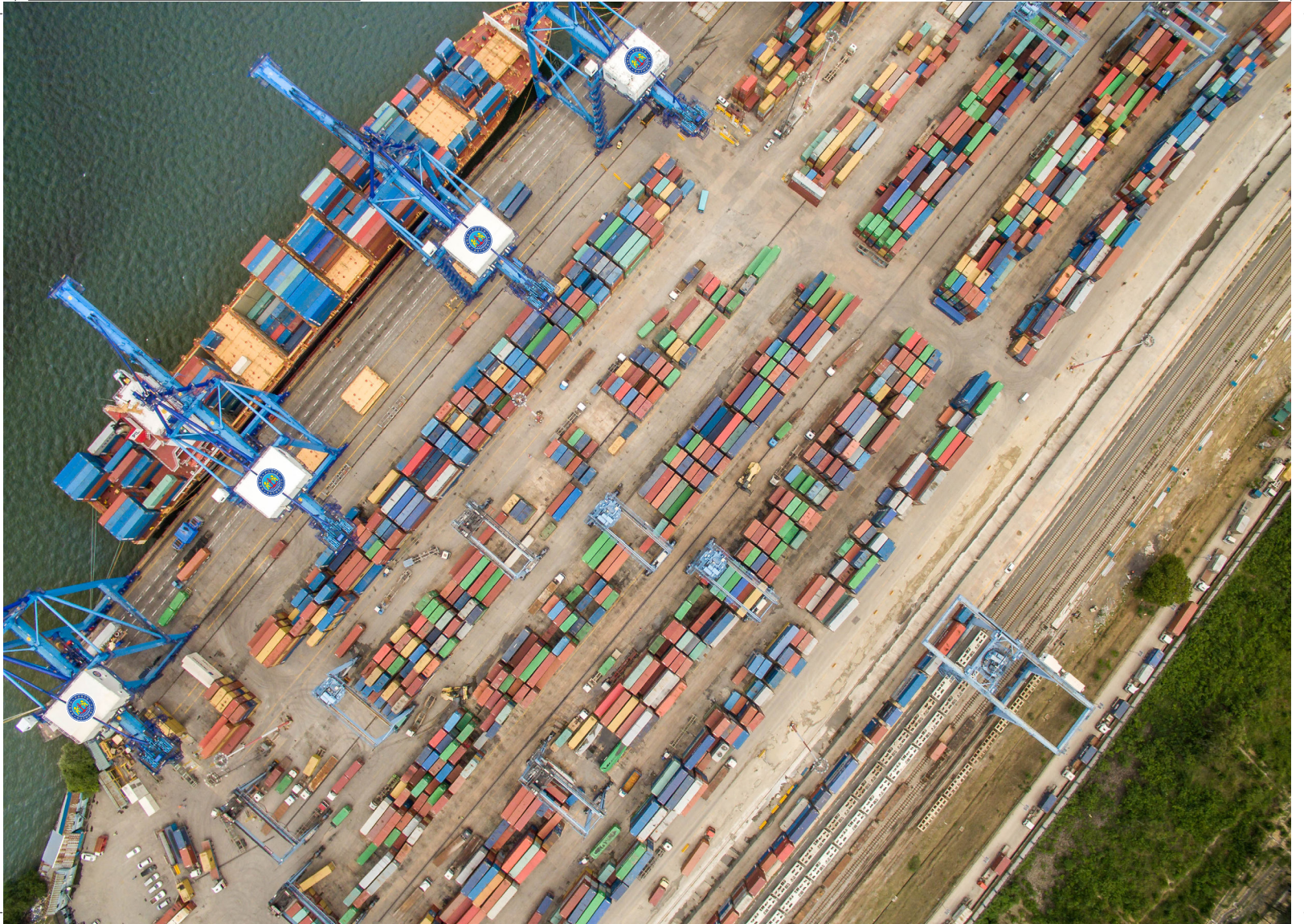
**Integrity:** We uphold fairness, honesty, professionalism and transparency in all our undertakings

**Team Work:** 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 individuals and any organisation that we provide a service to or have an interest in the Authority. They are:

## **Primary Customers**

- Shipping Lines
- Importers
- Exporters

## **Secondary Customers**

- Shipping Agents
- Clearing Agents
- Transporters

## **Other Stakeholders**

- Cargo Interveners
- 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, 7 days a week, except on 1<sup>st</sup> May and 25<sup>th</sup> December of every year
- Identify ourselves by displaying name badges
- Provide you with services within a safe working environment

## **Port Operations**

- Maintain 100% availability of aids to navigation
- Provide pilotage, tug and mooring services (craft assistance) within 30 minutes of request
- Commence discharge/loading operations within 1 hour of mooring for container vessels, general cargo vessels and car carriers
- Commence loading/offloading operations within 1 hour of train arrival at ICD – Embakasi
- Deliver your containers within 5 hours of truck gate-in and gate-out

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

## **Document Processing**

- Process invoices within 30 minutes upon submission of your Pickup Order and Pre-advise

## **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:

- Enquire 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 provide better services
- Courteous and considerate treatment in your transactions with us
- Feedback on issues that affect you
- Efficient service without compromise



## EXPECTATIONS FROM CUSTOMERS

To enable us 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 organisation 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 in consultation with stakeholders, 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 you remain dissatisfied, please email us on [customerfeedback@kpa.co.ke](mailto:customerfeedback@kpa.co.ke) providing full details of your complaint to enable us resolve the matter.





# OUR CONTACTS

## Headquarters

### **Pilot Line**

+254 - 41-2112999/3999

+254 - 709-092999/709-093999

+254 - 730-653999

### **ICD NAIROBI**

+254 - 20-6931000

+254 - 723-786759/60

**KAMPALA LIAISON OFFICE** +256 - 414-346221/2

**KIGALI LIAISON OFFICE** +250 - 735-401198

**BURUNDI LIAISON OFFICE** +257 - 22-278723



## **FOR MORE INFORMATION**

General enquiries/information: [Kpamd@kpa.co.ke](mailto:Kpamd@kpa.co.ke)

Suggestions, Complaints and Compliments: [customerfeedback@kpa.co.ke](mailto:customerfeedback@kpa.co.ke)

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P. O. Box 95009-80104, Mombasa, Kenya.

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