

# Customer

## SERVICE CHARTER

Serving you with excellence





# WHO WE ARE

Kenya Ports Authority (KPA) is a statutory body under the Ministry of Transport & Infrastructure established by an Act of Parliament on 20<sup>th</sup> January 1978. The Authority is responsible for the operation and management of the Port of Mombasa, other small seaports, Inland Container Depots in Nairobi and Kisumu, as well as liaison offices in Kampala, Kigali and Bujumbura that cater for transit countries.

# MANDATE

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

# VISION

World Class Seaports of Choice

# MISSION

To facilitate and promote global maritime trade through provision of competitive port services



# 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.

**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 so as to ensure quality, efficient and effective delivery of service.





# OUR ESTEEMED CUSTOMERS

KPA Customers include individuals and any organization that we provide a service to or have an interest in the Authority. They are:

## **Primary Customers**

Shipping Lines  
Importers  
Exporters

## **Secondary Customers**

Shipping Agencies  
Transporters  
Clearing Agents

## **Other Stakeholders**

Cargo Interveners  
General Public



# OUR CORE SERVICES

KPA is committed to the provision of the following services:

## **Marine Services**

- Pilotage
- Mooring
- Tug & Dockage services

## **Cargo Handling**

- Quay operations
- Stevedoring
- Shorehandling
- Wharfage
- Yard operations

# OUR SERVICE STANDARDS

We undertake to:

## **In General**

- Provide port services 24 hours a day seven days a week, except on 1<sup>st</sup> May and 25<sup>th</sup> December of every year
- Address your concerns within one week
- Provide accurate general information at all times and specific information within 72 hours
- Identify ourselves by displaying name badges
- Provide you with services within a safe working environment

## **Port Operations**

- Provide prompt port pilotage and other marine services within 30 minutes of request
- Maintain 100% availability of aids to navigation
- Commence discharge/loading operations within one hour of mooring /train arrival
- To develop, maintain and sustain port equipment at 90% availability and at 70% for port infrastructure.

### **Port Document Processing**

- Process your cargo clearance documents within one hour of receipt by KPA

### **Written Correspondence**

- Acknowledge and respond to your correspondence within 5 working days upon receipt of your letter
- Respond to telefax or e-mail queries within 24 hours

### **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

### **Staff Availability**

- Attend to you at the main reception desks within 5 minutes
- Attend to you at the relevant departments within 15 minutes if prior arrangements are made to see us, otherwise within an hour



# OUR COMMITMENT TO YOU

- We will 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





# YOUR RIGHTS

You have the right to:

- Enquire or complain when not satisfied with the level of service offered
- Refer any service-related issues to a higher office
- 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 offering bribes



# 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 organization and requirements
- Uphold transparency and accountability in your transactions with KPA
- Give feedback on services delivered
- Suggest ways of improving our services



# MONITORING AND REVIEWING THE CHARTER

We, in consultation with our customers, shall monitor adherence to the commitments made in this Charter and review it every three years with a view to improving our services.

## **COMPLAINT HANDLING**

Complaints from a dissatisfied customer will be addressed promptly at the point of service. 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

WWW.KPA.CO.KE

## HEADQUARTERS

Pilot Line + 254 41 2112999/3999

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Wireless + 254 20 3575880/9

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Safaricom Lines + 254 722 208661/2/3/4/5/7/9

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+ 254 722 208674, +254 720 202424

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+ 254 720 202525

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Airtel Lines: + 254 735 337941/2/3/4/5/6

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+ 254 734 221211, +254 734 312211

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## FINANCE

Customer Care +254 41 2113143/3850

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## SECURITY

Control Office +254 41 2113990

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## **CONVENTIONAL CARGO**

Manifest +254 41- 2113580/3175

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## **MARINE OPERATIONS**

Customer Care +254 41 2113538/3537

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VTS Control Tower +254 41 2113421

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## **CONTAINER TERMINAL**

One Stop Centre - Documentation +254 41 2113037/3858

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## **ICD's**

Nairobi +254 20 3540224/79/81

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Kisumu +254 57 2021194

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**LAMU JETTY** +254 42 4633071

## **LIAISON OFFICES**

Kampala Liaison Office +256 414 346221/2

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Kigali Liaison Office +250 255 11 99 99/91 34, +250 735 401 198

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Burundi Liaison Office +257 22 278723

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## For more information

KWATOS related issues: [kwatos@kpa.co.ke](mailto:kwatos@kpa.co.ke)

General enquiries/information: [info@kpa.co.ke](mailto:info@kpa.co.ke) or [kpamd@kpa.co.ke](mailto:kpamd@kpa.co.ke)

Suggestions, complaints and compliments: [customerfeedback@kpa.co.ke](mailto:customerfeedback@kpa.co.ke)

**Kenya Ports Authority**

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

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