

**WELCOMING REMARKS FOR THE AG. DG KMA AT THE ANNUAL REVIEW OF
THE MOMBASA PORT COMMUNITY CHARTER 14TH JULY 2016, MOMBASA**

The Cabinet Secretary, Ministry of Transport, Infrastructure, Housing and Urban Development,
Hon. James Macharia;

The Principal Secretary, Ministry of Transport, Infrastructure, Housing and Urban Development,
Hon. Irungu Nyakera;

Chair of the Steering Committee, Mr. Gilbert Langat

Chief Executive Officers of Departments, Agencies and private institutions;

Distinguished Guests;

Ladies and Gentlemen;

I am indeed pleased to be with you this morning at the annual review of the Mombasa Port Community Charter. I wish to welcome you all to this forum.

I have been informed that the subject matter of this forum started from a ‘Think Tank’ meeting held on Thursday, 14th March 2013, at the Mombasa Serena Beach Hotel. The intention was to get the industry stakeholders ‘brainstorm’ on the deteriorating efficiency of cargo clearance services at the port and cargo conveyance along the northern corridor.

A number of you here were in that forum where problems responsible for delays in berthing vessels, terminal operations, customs clearance, port clearance and inland haulage deliberated upon. I must say that it must have been a very good forum because from it came the ‘Mombasa Port Community Charter’. From the reports reaching us, I must say that despite the teething challenges, in overall, the Charter is working.

As many of you may be aware KMA set up industry service delivery standards even before the chart. Many may not have realized that the standards provided a good basis for the takeoff of the Charter concept that has indeed positively impacted on efficiency of services.

Our key obligations in the Charter are to call for and collate implementation reports of the signatories, liaise with Shippers Council of East Africa, Northern Corridor Authority, and

Trademark East Africa in coordinating the work of the steering committee as well as facilitate review meetings. We thank Trademark East Africa for their constant and very critical support in the process. Actually Trademark will be availing a consultant to help KMA strengthen its capacity in this very important role of monitoring and reporting on compliance with the Port Community Charter (a clap for this).

When the levels of services expected of each party are agreed upon beforehand and met, the positive impact on speed, efficiency and cost of cargo clearance will dramatically transform trade in our region. And as the industry regulator, we undertake to deliver on our obligations. We believe that it is only what is measured that GETS DONE and intend to entrench the process in law to help chart out how it can be sustained even when all of us are no more.

I wish to express appreciation for the support we have received so far from all of you in the developed of a Memorandum of Cooperation (MOC) or Service Level Agreements. The MOC is an important commitment that sets out timelines for interventions by various agencies in the Single Window Platform. It will help us quickly observe the impact of the Single Window in the services. The MOC document is ready for signing by CEOs of all agencies that interact with the platform to signify commitments to undertake interventions in the platform within the stipulated timelines.

In closing, I wish all participants a fruitful session and assure you of the Authority's readiness to work hand in hand with stakeholders in building a suitable regulatory environment that will ensure that what has been resolved at the end of this forum is fully implemented.

Thank you.