



KMA KENYA MARITIME AUTHORITY



For safe and efficient water transport

ISO 9001:2015 CERTIFIED

SERVICE DELIVERY CHARTER



KENYA MARITIME AUTHORITY



For safe and efficient water transport



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Purpose of this Charter

This Charter sets out the service standards that you as our public should expect when dealing with the Kenya Maritime Authority (KMA) and its staff. It is a demonstration of our commitment to you and a reflection of our dedication to excellence and fairness in regulating the maritime industry.

This Charter therefore outlines our services, our service delivery obligations, your customer rights and responsibilities and the procedures to follow if our service standards are not met. A customer feedback form is also provided in this charter.

Who we are

KMA was established vide Presidential Order in 2004 to oversee the transfer of responsibilities in shipping matters from the Kenya Ports Authority to an autonomous State Corporation.

In 2006, it was re-constituted under the Kenya Maritime Act, No 5 with a mandate to “regulate, coordinate and oversee maritime affairs” in the country.

In 2009, a new version of the Merchant Shipping Act (Merchant Shipping Act 2009) was enacted, thereby creating a comprehensive and modern legal regime for merchant shipping in Kenya. The Act provides the basis for addressing maritime safety, security and training as well as opening opportunities for investment in water transport and related industries.

What we do

The key objectives of KMA are to ensure maritime safety and security, promote marine pollution prevention, ensure the preservation of the marine environment, coordinate maritime search and rescue for ships and persons distressed at sea, promote maritime training and education and create an enabling environment for trade in order to maximize benefits both in the supply and use of maritime transport services.

Who we serve

KMA serves a multi-stakeholder community who include investors, shipping companies, boat owners, seafarers, the consumer public, other Government agencies and the Government of Kenya.

We also partner with regional states and international stakeholders.



Vision

To be a leading maritime administration transforming Kenya into a globally competitive nation.

Mission

To ensure sustainable safe, secure, clean and efficient water transport for the benefit of stakeholders.

Core Values

KMA's core values are reflected in our services to our customers.

- Customer Satisfaction
- Teamwork
- Creativity and Innovativeness
- Transparency, Integrity, Accountability and Professionalism
- Commitment to sustainable environmental development
- Adherence to the Bill of rights on gender equity, patriotism and Human rights

WHAT OUR CORPORATE COLOURS AND LOGO ELEMENTS STAND FOR

Our corporate colours are:-

Aqua Blue – to represent a clean pristine marine environment free of pollution which KMA strives to uphold and associate itself with.

Safety Orange - this is the international colour of safety and has been chosen to represent maritime safety and security which form part of our core functions.

Navy blue – carries the symbolism of the confidence and authority of KMA as the regulator of the maritime industry. It is also a colour that is internationally associated with intelligence, stability and unity which are all elements which we strive for in our service delivery.

Elements:

The elements of our logo are:

The ships wheel which appears in aqua blue symbolizes KMA as the driver of the maritime industry in Kenya. This is an international symbol denoting the navigational instruments for ships.

The star (within the wheel)

Commonly referred to as the star of the sea this is an symbol used in maritime circles internationally to denote a guide and protector of those who work or travel on the sea. The significance in the logo is to symbolize and signify that KMA offers guidance in the maritime sector just as the star does in the sea.

The compass (within the wheel)

A compass is a navigational instrument for determining direction, symbolizing KMA's role and mandate of giving direction to the maritime sector.

KMA

This is the acronym of Kenya Maritime Authority.

Waves

Waves are a strong symbol of water and they have been captured in aqua and navy blue colours in order to symbolize clean pristine and pollution free marine environment.



Our Core Functions

KMA's core functions include to:

- Co-ordinate the implementation of policies relating to maritime affairs;
- Advise Government on the implementation of international conventions and treaties;
- Undertake and co-ordinate research, investigations and surveys in the maritime field;
- Discharge flag and Port State responsibilities in an efficient and effective manner;
- Develop, co-ordinate and manage a national oil spill contingency plan for both coastal and inland waters;
- Maintain and administer a ships register;
- Coordinate Search and Rescue efforts in partnership with other stakeholders;
- Enforce safety of shipping and compliance with construction regulations for safety;
- Conduct regular inspections of ships to ensure maritime safety and prevention of maritime pollution;
- Oversee training, recruitment and welfare of seafarers;
- Conduct investigations into maritime casualties including wreck; and
- Regulate inland waterways shipping

Our Core Operations

Maritime Safety and Security

Port State Control obligations require a State to exercise control measures on foreign ships visiting her ports as provided for in international maritime conventions to which that State is a party. Under international arrangements in this regard a state is expected to inspect a minimum of 25% of all eligible ships calling at her national ports in order to ensure that they are in compliance with international safety and operational standards.

In terms of maritime security the Authority regularly audits implementation of international ship and port facilities security instruments as contained in the International Convention on Safety of Life At Sea (SOLAS), in order to ensure that the responsible institutions and companies comply with the required standards.

Marine Environment Protection

In collaboration with other public agencies and institutions, KMA coordinates measures to prevent marine source pollution and protect the marine environment. In case of oil/chemical spill, KMA is the lead agency in managing the National Oil Spill Response Contingency Plan.

Air
Conditioner



KMA
**KENYA MARITIME
AUTHORITY**



Commercial Maritime Activities

To create an environment that would enable maximum realization of suitable economic returns from a revamped and dynamic maritime sector, KMA:

- Oversees implementation of high standards in the delivery of commercial maritime services so as to reduce inefficient practices that may lead to high transaction costs and delays in the flow of cargo;
- Assists traders on costs, risks and responsibilities in international trade through appropriate use of international commercial terms (INCOTERMS 2000); and
- Promotes investment in the maritime sector by instilling high professionalism amongst stakeholders.

Search and Rescue (SAR)

KMA operates the Regional Maritime Rescue Coordination Centre (RMRCC) which covers the search and rescue operations in Kenya, Tanzania, Seychelles and Somalia.

The RMRCC also operates as one of the three Piracy Information Sharing Centres (ISC) commissioned by the IMO as a under the Djibouti Code of Conduct to address piracy related issues.

KMA also coordinates the activities of stakeholders (KPA, KWS, Kenya Navy amongst other organizations) when engaged in search and rescue operations both at the coast and inland waters.

Commitment to Our Clients

This Charter is a commitment by the KMA to provide high quality service delivery to our clientele and the general public. We therefore commit ourselves to serve you effectively, efficiently, with courtesy, honesty and integrity.

Our Service Delivery Obligations:

General Service Delivery

We commit ourselves to:

- Answer your telephone calls promptly.
- Attend to you within 10 minutes of your visit.
- Respond to your correspondence within 5 days upon receipt of your letter.
- Treat your concern with confidentiality.

Our Key services, requirements and response time is provided here for your information:

	SERVICES	REQUIREMENTS	USER CHARGES	TIME LINE
1.	Vessel inspection and licensing for vessels of 24m and below	<p>Sailing vessels and vessels propelled by oars or paddles</p> <p>i) Of up to 4 metres in length ii) And for every metre or part thereof, over 4 metres</p> <p>Mechanically propelled vessels and vessels tilled with auxiliary engines</p> <p>i) Of up to 4 metres in length ii) And for every metre or part thereof, over 4metres</p>	<p>0.5 USD \$ 0.1 USD \$</p> <p>10 USD \$ 1 USD \$</p>	Response in 3 days
2.	Inspection of safety equipment	<p>For vessels of 24 metres and below plying Coastal and all inland water bodies other than L.Victoria</p> <p>i) From 0-10 tons ii) Every 10 tons or part thereof, exceeding 10 tons</p> <p>For vessels of 24 metres and below plying L. Victoria only, sailing vessels and vessels propelled by oars or paddles;</p> <p>i. Of upto 4 metres in length ii. And for every metre or part thereof, over 4 metres mechanically propelled vessels and vessels tilled with auxiliary engines; iii. Of upto 4 metres in length iv. And for every metre or part thereof, over 4 metres</p>	<p>40 USD \$ 40 USD \$</p> <p>5 USD \$ 1 USD \$</p> <p>10 USD \$ 1 USD \$</p>	Response in 3 days
3.	Issuance of Continuos discharge certificate	<p>i) Kenya citizen of 18 years and above ii) STCW 95 Certificates iii) Photocopy of National ID iv) Two (2) passport size photos iv) Written application letter</p>	20 USD \$	Processing of application 3 days
4.	Replacement of mutilated/ filled up expired CDC	<p>i) Mutilated/filled up/expired CDC book ii) Passport size photos iii) Self application</p>	20 USD \$	Processing of application 3 days

	SERVICES	REQUIREMENTS	USER CHARGES	TIME LINE
5.	Replacement of lost CDC	<ul style="list-style-type: none"> i) Police abstract ii) Photocopy/receipt of the lost book iii) Provision for Continuous Discharge iv) Certificate (CDC) for 6 months v) Fee for new CDC 	Kshs.150 20 USD \$	Response in 3 days
6.	Search and rescue services	Free	Free	Available 24 hours
7.	Intervention in disputes involving seafarers and ship owners	Formal request	Free	Immediately
8.	Crew listing and endorsement of vessel articles	<ul style="list-style-type: none"> i) Where the number of crew does not exceed 5 persons ii) For each person in excess of 5 	40 USD \$ 5 USD \$	
9.	Registration of ship agents	<ul style="list-style-type: none"> i) Copy of certificate of incorporation ii) Copy of memorandum/articles of association iii) Copy of pin certificate iv) Official application iv) Application fee v) Annual license fee 	5 USD \$ 250 USD \$	5 days
10.	Registration of shipping line	<ul style="list-style-type: none"> i) Official application ii) Copies of tariffs for each route iii) Copies of documents to show proof of nationality iv) Copies of documents to show the names and location/address of the shipping line and shipping agent v) Copies of the conditions carriage (Bill of lading clauses) for each route vi) Application fee vii) Registration fee viii) Annual Renewal Fee 	5 USD \$ 3,000 USD 1,000 USD	5 days
11.	Provision information on seaborne trade produced quarterly	Formal request	Free	Immediately

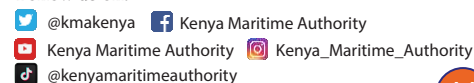
	SERVICES	REQUIREMENTS	USER CHARGES	TIME LINE
MARITIME TRADE & DEVELOPMENT DIRECTORATE				
12.	Licensing of Ship agents & cargo consolidators	<ol style="list-style-type: none"> 1. Official application 2. Certified copies of: <ol style="list-style-type: none"> a) The Applicant's (Company) KRA PIN Certificate, b) The Applicant's (Company) Certificate of Incorporation, and c) The Applicant's (Company) Memorandum & Articles of Association. 3. Certified copy of current company annual returns from the register of companies (for companies more than 18 months since incorporation) or Company search (CR 12) showing current Directors (for companies less than 18 months since incorporation) (annual requirement). 4. Certified copy of dully executed Tenancy Agreement or Lease/Sub-Lease Agreement or copy of Title Deed for the occupied office premises or certified copy of Offer Letter attached with current rent fee remittance. 5. Tariff Structure on company letter head and dated (annual requirement). 6. A Brief Professional Profile of key person(s) in-charge of operations on the company letter head. 7. Certified copies of: <ol style="list-style-type: none"> (a) Local Directors' Identity Cards/Passports, (b) Local Directors' KRA PIN Certificates, (c) Foreign director to present Notarized passport copies. 8. Certificate of Good Conduct for the local Directors. 9. Application processing fee 10. Annual license renewal fee 	<p>15 USD \$ 250 USD \$</p>	15 days
13.	Registration of shipping line	<ol style="list-style-type: none"> 1. Duly filled, dated and stamped application form by the Principal/Local owner's representative. 2. Notarized Certificate of Incorporation or Registration Certificate from the Principal's chamber of commerce. 3. Legible original copy of the Bill of Lading. 4. Current and dated schedule of route tariffs on the Principals letter head (annual requirement). 5. Application processing fee 6. Regsitrarion fee 7. Annual license renewal fee 	<p>15 USD \$ 3000 USD \$ 1000 USD \$</p>	15 days

SERVICES	REQUIREMENTS	USER CHARGES	TIME LINE
14. Maritime Transport Logistics (MTL) Curricula approval	Duly filled questionnaire with the indicated requirements: a) Diploma in MTL curricula book b) Certificate in MTL curricula book	1255 USD \$ 935 USD \$	10 working days upon satisfying all requisite requirements Immediately Immediately
SUPPLY CHAIN & MANAGEMENT DEPARTMENT			
15. Prequalification of suppliers	Submission of complete tender document as required within stipulated timelines.	FREE if downloaded from KMA's website & payment of Kshs. 1000.00 if picked from the Authority.	14 working days
16. Payment to Suppliers	Submission of Tax Invoice and Delivery Notes	FREE	30 days.
17. Processing of Quotations	Submission of duly filled Request for Quotation forms by the invited firms.	FREE	7 days
18. Processing and award of tenders	Submission of tenders within the stipulated time frame.	FREE if downloaded and Kshs. 1000.00 if picked from the Authority	30 days
19. Disposal of Assets	a) Notice of disposal to prospective bidders. b) Submission of duly filled tender document by the bidders	FREE if downloaded and Kshs. 1000.00 if picked from the Authority	30 days
FINANCE DEPARTMENT			
15. Supplier Payment	- Full names of payee - KRA PIN and or ID - Company registration certificate - Bank account details - Contact details - Valid Invoice(Tax compliance) - Current Statement	No Charge	Within 30 days or as per contractual terms.
16. Client Billing	- Full names of client - KRA PIN and or ID - Business registration certificate - Contact details (Phone, email, physical address) - Name of vessel(s) where applicable. - Contact person (including contact details)	No Charge	Invoice dispatched within 3 working days.

All correspondence will be acknowledged within 2 working days and responded to within 5 working days
COMMITTED TO EXCELLENCE IN SERVICE DELIVERY

E-mail: info@kma.go.ke; complaints@kma.go.ke | Website: www.kma.go.ke

Follow us on:



Supply Chain Management and Finance

In dealing with contractors, consultants, suppliers and creditors, we will ensure:

- Availability of ,or access to, information required to assist you provide your services professionally and efficiently
- That we treat everybody fairly and equitably in our selection process
- That payment will be made promptly as per agreed terms in the LPO or contract as appropriate.

Communication

- We will endeavour to consult all our key stakeholders whenever possible regarding regulatory issues.
- If you email us, we will acknowledge receipt of your email within 24 hours.
- If you write to us through the post, we will acknowledge receipt of your letter within two (2) working days of receipt and respond within five(5) working days. You will be notified if the process takes longer.
- If you call us, we will:
- Handle your call between the hours of 8.00 am-5.00pm each working day with the exception of the Regional Maritime Rescue Coordination Centre (RMRCC) which receives distress calls on a 24 hr basis.

- Identify ourselves by name and/or our work area and aim to resolve your enquiry during the call; if unable to deal with the issue right away, we will take your details for the appropriate person to return your call.
- If your query lies outside our mandate we will refer you to the appropriate office.

Our Commitment to You

We are committed to respecting the rights of our Clients, including:

- i. The right to access services
- ii. The right to lodge a complaint
- iii. The right to privacy and confidentiality
- iv. The right to information

KMA's Board of Directors and staff will endeavour to:

- Be honest, ethical and professional
- Act with diligence, fairness and transparency
- Respect and protect the confidentiality of your information where required.



Our service standards:

The service standards outlined below provide the benchmark against which our performance can be measured. They apply to all areas of the organization.

Result oriented

We:

- Provide a prompt, accurate and relevant response to enquiries from our clients, and
- Include contact names and details in our communications to enable our clients to contact the person best able to assist them.

Honest, professional and accountable

We:

- Behave honestly and ethically, accept responsibility for our actions and learn from our mistakes
- Inform our clients about, and explain decisions that affect them
- Provide information to assist our clients and stakeholders to understand Government policies, and
- Give our clients and stakeholders reasonable time to comment on policy proposals whenever possible.

Client and stakeholder focused

We:

- Work with our clients and stakeholders to deliver outputs for the Kenyan Government that achieve the outcomes it seeks for the community

- Consult widely to gain the views of our clients and stakeholders about future policy directions and delivery strategies, and
- Use your feedback to monitor and improve our performance.
- In line with the Government's commitment to deliver all appropriate Kenyan Government services online, we ensure that major departmental publications, information and policy statements are accessible on our websites and also available in hardcopy form.

Committed to improving our skills

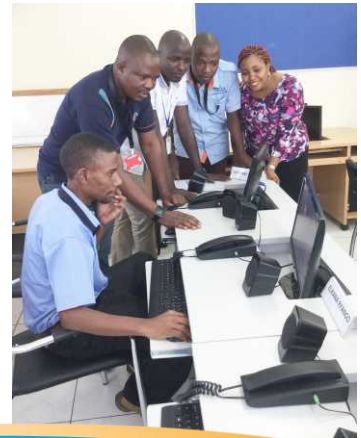
We:

- Are open to new ideas, originality and vision, and
- Share information with our clients and stakeholders to build knowledge and achieve our mutual goals.

Diverse, trusting and respectful of each other

We:

- Treat our clients with dignity and respect
- Accommodate differences – acknowledging and exploring a range of perspectives with our clients
- Ensure that the information we provide is easily accessible for our clients, and
- Respect our clients' confidentiality.







How we measure, monitor and report on our performance

We measure and monitor performance against our service commitments and standards by:

- Recording and acting on your feedback and complaints about our service, and
- Regularly reviewing the terms and effectiveness of this Charter.

Your feedback and making a complaint

- We value and appreciate your feedback on the quality, timeliness and responsiveness of our services. We would be pleased to know if:
 - You are happy with our service
 - You feel we are not meeting our service commitments to you, and/or
 - You have ideas on how we can improve our service to you.
- If you have a complaint, or you are unhappy with how we have handled your complaint, please let us know so we can improve our service. You should first contact the section you have been dealing with to resolve the problem. If the complaint has not been resolved contact us through the following:

THE DIRECTOR GENERAL,
KENYA MARITIME AUTHORITY,
P. O. Box 95076 - 80104, MOMBASA.
TEL: +254 41 2318398/9, 0724319344,
0733221322
Fax: +254 41 2318397
E-mail: info@kma.go.ke;
complaints@kma.go.ke;
Website: www.kma.go.ke

If you have a complaint:

- We will investigate your complaint
- We will reply within 5 working days of receipt of your complaint, or
- Inform you of progress in resolving the complaint if it is more complex, and
- If we are at fault we will provide a solution to prevent it happening again.

If you are dissatisfied with how we have handled your complaint you may wish to contact:

The Commission Secretary/ CEO
Commission On Administrative Justice
Prime Minister Building, 6th Floor
Harambee Avenue,
P. O Box 20414- 00200 NAIROBI
Tel: +254020 2270000
E-mail: certificationpc@ombudsman.go.ke
Web: www.ombudsman.go.ke

Our Service Guarantee

To fulfill our service guarantee to you we are committed to:

- Having a well trained and supportive staff.
- Developing and maintain an open and accountable culture that is fair and reasonable in dealing with our clients.

How you can help us

We ask you to help us provide a high standard of service. You can do this by:

- Sharing with us your views and comments to help us monitor and improve the quality of our services to you;
- Providing us with timely, necessary and accurate information;



- Helping us establish a reasonable time for our response to you, and;
- Treating our employees with courtesy and respect;
- We may occasionally seek your input on how you perceive our services and how we can improve through customer satisfaction surveys.

If we fail to meet the service standards stated in this Charter, please let us know by following these steps:

- Identify the problem and nature of your complaint;
- Through telephone, e-mail or letters, contact the staff member responsible;
- If the staff member is unable to resolve your complaint, you can ask to speak to their supervisor;
- If your complaint is not resolved within ten(10) working days you will be advised to the reason(s) for the delay;
- If you are unhappy with the explanation(s) given, you may lodge a formal complaint with the Commission on Administrative Justice(CAJ).
- Always fill in a complaint notification form. This can be collected from departments you visit or from the Public relations section.

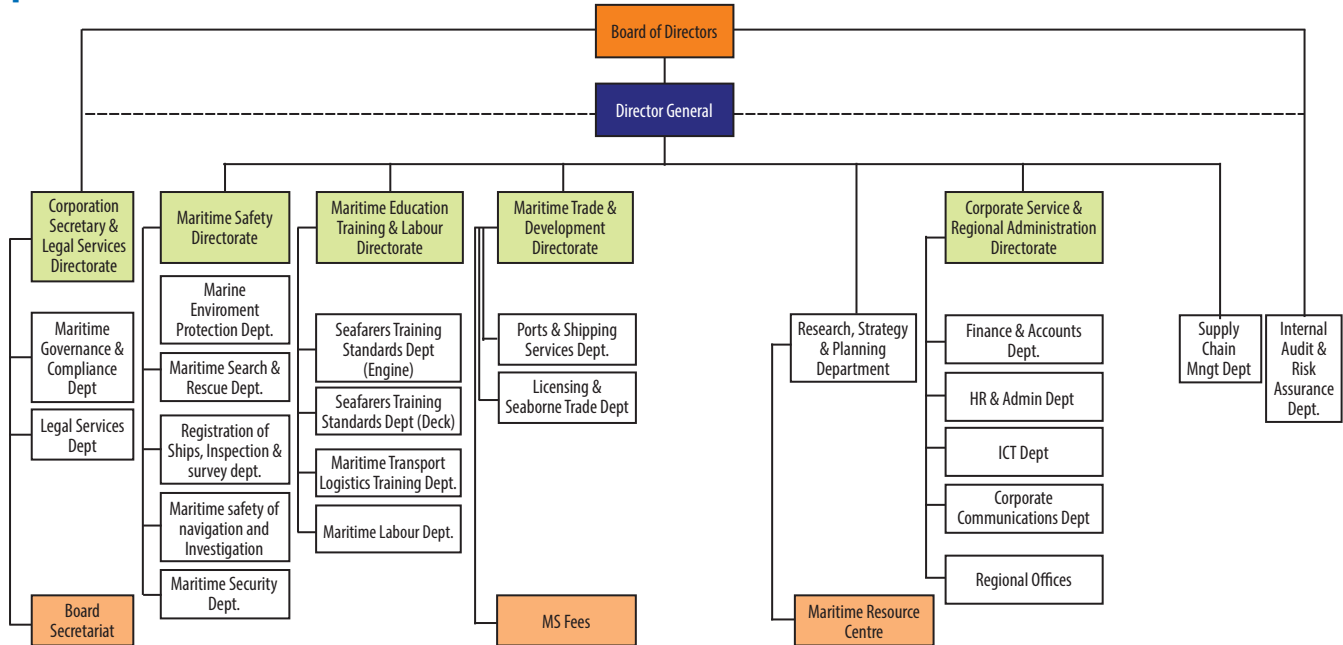
Your Rights and Obligations

- As a customer, you have a right to lodge a complaint, seek review and appeal;
- **It is also your obligation to:**
 - Treat us with courtesy and respect
 - Be honest, ethical and professional in your dealings with us
 - Provide us with clear feedback about our services with reasonable time frame
 - Ensure that correspondences to us are correctly addressed

Review of the Charter

We will continue to monitor and evaluate the level of our service delivery through annual customer satisfaction surveys. We will review our Charter regularly to meet your service delivery expectations.

Departments & Contacts



Mombasa Office Contacts

Kenya Maritime Authority
 P.O. Box 05076 - 80104 Mombasa - Kenya
 Tel: +254 041 2318398/9 | 020 2381203/4
 Mobile: +254 0724 319344 | 0733 221322
 Fax: +254 041 2318397 | 020 2381202
 URL: www.kma.go.ke | E-mail: info@kma.go.ke

RMRCC Contacts

Tel: +254 41 2131100/1/2/3/4
 Fax: +254 20 8007776
 Mob: +254 737 719414
 Fleet 77 : 00 879 764 626 657
 INMARSAT C ID: 463400071
 Email: rmrcc@kma.go.ke

Kisumu Office Contacts

Kenya Maritime Authority
 Kisumu (Inland Waters) Office
 P.O. Box 9632 - 40141 KISUMU
 Tel: +254 020 8005886



Customer Feedback Form

CUSTOMER FEED BACK FORM Please Give us Your Comments below:	
1. Service Sought From KMA	Provide your comments on the service below:
2. Service sought from KMA	Provide your comments on the service below:
3. Service sought from KMA	Provide your comments on the service below:
4. Service sought from KMA	Provide your comments on the service below:

Please provide suggestions on how we might improve our services

Name and Contact Details (if you would like to provide them)

Name:

Address:

Phone:

Fax:

E-mail:











Contact us through: **THE DIRECTOR GENERAL, KENYA MARITIME AUTHORITY**

P. O. Box 95076-80184, Mombasa | **Tel:** +254 41 2318398/9, +254 20 2381203/4, 0724 319344, 0733 221322

Fax: +254 41 231 8397 | **Email:** info@kma.go.ke, complaints@kma.go.ke

Website: www.kma.go.ke | **Find us on:**  [@kmakenya](https://twitter.com/kmakenya)  Kenya Maritime Authority

 Kenya Maritime Authority  [Kenya_Maritime_Authority](https://www.instagram.com/Kenya_Maritime_Authority)  [@kenyamaritimeauthority](https://www.tiktok.com/@kenyamaritimeauthority)

