



# KENYA PORTS AUTHORITY

## CUSTOMER SERVICE CHARTER

**THE PORT  
OF MOMBASA**



**GATEWAY TO EAST  
& CENTRAL AFRICA**



## OUR VISION

To be rated amongst the top twenty ports in the world in terms of reputation and performance by the year 2010



## OUR MISSION

To facilitate sea borne trade in the most efficient manner by progressively benchmarking our operational targets to internationally acceptable standards





## 1. PREAMBLE

The Port of Mombasa is the largest and busiest international seaport on the East African coast. Its strategic location makes it a major port of call for most international shipping lines. Its hinterland includes Kenya, Uganda, Rwanda, Burundi, Democratic Republic of Congo, Southern Sudan, Northern Tanzania, Somalia and Ethiopia.

Mombasa is also one of the world's favourite port of call for cruise vessels on international itineraries. Its rich tourism hinterland, coastal beaches and proximity to the international airport makes Mombasa a preferred port of call.

## 2. WHO WE ARE

Kenya Ports Authority (KPA) is a statutory body under the Ministry of Transport. It was established by an Act of Parliament on 20<sup>th</sup> January 1978 with a mandate to maintain, operate, improve and regulate all scheduled seaports situated along Kenya's coastline.

The Authority is responsible for the operation and management of the port of Mombasa, other small seaports, Inland Container Depots in Nairobi and Kisumu and a liaison office in Kampala that caters for all transit countries.

This Customer Service Charter is part of our resolve to continuously improve our services and meet our customers expectations. It spells out our commitment to serving you with clear standards so as to ensure quality, efficient and effective delivery of service.

## 3. OUR OBJECTIVES

The key objectives of KPA are to:

- Develop, maintain and sustain port facilities and infrastructure to meet the needs of our customers;
- Promote and maintain a clean, safe working and rewarding environment;
- Protect and safeguard the security of personnel, cargo and infrastructure;
- Enhance service delivery and customer satisfaction;





## Customer Service Charter

- Improve managerial, operational and financial performance levels of the Authority;
- Uphold sound corporate governance practices;
- Integrate the functionality of the Port of Mombasa in the development vision of the Republic of Kenya and the region; and,
- Promote the Port of Mombasa as a primary gateway to the Great Lakes Region and also serve the Horn of Africa.

### 4. OUR CORE VALUES

We will endeavour to provide services according to the following values:

- **Efficiency:** We will ensure good organization, effectiveness and competence in our operations;
- **Professionalism:** We will demonstrate expertise and proficiency in our operations;
- **Customer focus:** We will put our esteemed customers at the heart of our operations;
- **Teamwork:** We will promote solidarity, collaboration and cooperation in our activities;
- **Integrity:** We will be honest, transparent and reliable in service delivery;
- **Respect for persons and the Laws of the land:** We will uphold our customers and other stakeholders with high esteem and comply with the Laws of the land;
- **Environmental protection:** We will endeavour to meet and observe national and international environmental obligations;
- **Safety and security:** We will ensure at all times that our ports and their environs are safe and secure for both cargo and persons; and,
- **Corporate social responsibility:** We are committed to meeting our social obligations in line with modern corporate governance principles.





## 5. OUR CUSTOMERS

Our customers are important in the delivery of our services. They include shipping lines and agents, importers, exporters, clearing and forwarding agents, transporters, cargo interveners and other port stakeholders.

## 6. OUR CORE SERVICES

KPA is committed to providing the following core services diligently:

- **Marine services:** Pilotage, towage, mooring, dry docking, provision of aids to navigation and maintenance of the channel and turning basin;
- **Stevedoring and shorehandling services:** Cargo handling services for containers, general cargo, dry bulk, oils and bulk liquids; and,
- **Reception of cruise passengers.**

## 7. OUR SERVICE STANDARDS

KPA has over the years achieved significant progress in fulfilling its business objectives. A number of measures have been taken that have resulted in enhanced efficiency, improved port productivity and brought a new dawn at the port of Mombasa.

To further increase efficiency, we will:

- 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;
- Provide prompt port pilotage and other marine services within 30 minutes of request;
- Maintain 100% availability of aids to navigation;
- Process your documents within three hours of receipt at the Customer Care Desk at Block III;
- Be available to take your calls 24 hours a day;
- Answer your calls within 3 rings;
- Acknowledge and respond to your correspondence within 7 working days upon receipt of your letter;





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- Respond to telefax or e-mail queries within 2 days;
- Address your concerns within one week;
- Attend to you within 15 minutes if prior arrangements are made to see us otherwise, within an hour;
- Provide accurate general information to you at all times;
- Provide accurate specific information within 72 hours; and,
- Identify ourselves to you by wearing name badges.

### **8. OUR COMMITMENT TO SERVE YOU**

We are committed to serving you with efficiency, diligence and professionalism.

You will be treated with courtesy and consideration and our staff will be helpful to see that your questions and needs are attended to promptly.

We shall exercise utmost integrity and confidentiality in providing services.

### **9. YOUR RIGHTS**

As our valued customer you have rights in your transactions with KPA.

These include right to:

- Make enquiries or complaints when not satisfied with the level of service offered;
- Offer suggestions that can enable the Authority provide better service;
- Courteous and considerate treatment in your transactions with us;
- Clear, written explanations of our decisions that affect you directly;
- Refer any service-related issues to a higher office; and,
- Getting efficient service without offering bribes.





## 10. EXPECTATIONS FROM CUSTOMERS

You can help us improve performance by:

- Supplying accurate and timely information required to enable us serve you promptly;
- Providing accurate and complete documentation to facilitate fast processing of your requests;
- Being courteous and respectful to KPA employees;
- Keeping us informed about your organization and your requirements;
- Upholding transparency and accountability in your transactions with the Authority; and,
- Giving feedback and comments on services delivered.

## 11. MONITORING AND REVIEWING THE CHARTER

We welcome your comments and suggestions to improve our services. In addition, we will continue to monitor the adherence to the commitments made in this Charter.





*For more information, please contact:*

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**Operations:**

254-041- 2112526/2353/2477

**Emergency: Fire /Ambulance**

254-041-2112000/2333

Website: [www.kpa.co.ke](http://www.kpa.co.ke)

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