



KENYA EMBASSY BUJUMBURA

SERVICE DELIVERY CHARTER

S/No	TYPE OF SERVICES	REQUIREMENTS	COST OF SERVICE	TIMELINE
1.	Attending to Visitors	Arrival of Visitor	Nil	Within 5 minutes for visitors with appointment Within 10 minutes for visitors with no appointment
2.	Response to letters, e-mails and other written correspondences	Receipt of correspondences	Nil	Within five (5) working days for letters Within two (2) working days for emails For complex issues, we will provide an initial reply on when full response should be expected
3.	Answering telephone calls	Incoming calls	Nil	Within five (5) seconds of ringing
4.	Payment of Goods and Services	Receipt of Invoices	Nil	Within ten (10) working days
5.	Emergency consular service			Immediately
6.	Issuance of Emergency Travel Document	Receipt of complete application and requisite documents	USD 20 or equivalent in Burundi Francs (BIF)	Same day
7.	Authentication of official Kenyan documents	Receipt of request and requisite documents	USD 1 per page or equivalent in BIF	Same day