

REPUBLIC OF KENYA



**PERMANENT MISSION OF THE REPUBLIC OF KENYA TO UNITED NATIONS
HUMAN SETTLEMENTS PROGRAM (UN-HABITAT)**

SERVICE DELIVERY CHARTER

Introduction

The Permanent Mission of The Republic of Kenya to the United Nations Human Settlement Program (UN-HABITAT) was re-established in August, 2014 and was subsequently accredited to UN- Habitat with an Ambassador/ Permanent Representative as the Head of the Mission. Initially, it operated under one facility and the Ambassador/ Permanent Representative who was responsible both for the Kenya Missions to the United Nations Environment Program (UNEP) and the United Nations Offices at Nairobi (UNON).

The core mandate of the Mission is to perform diplomatic, representational and multilateral duties pertaining to human settlement matters on behalf of the Government of the Republic of Kenya. Established in 1976 and headquartered in Nairobi, UN-HABITAT is the specialized agency of the United Nations that promotes global sustainable urbanization and human settlements agenda.

The re-establishment of the Mission was a strategic move to ASSIST the Government partner better with the UN- Habitat in the implementation of the 2030 Agenda for sustainable development in particular Sustainable Development Goal 11 (SDG 11), “make cities and human settlements inclusive safe, resilient and sustainable” as well as other urban and human settlements aspects of the Paris Climate Agreement under the United Nations Framework Convention on Climate Change, the Sendai Framework on Disaster and Risk Reduction and the New Urban Agenda.

The Kenya Mission to UN- Habitat (KM-UNH) draws its mandate, vision and mission from the Foreign Policy of the Government of Kenya and the Ministry of Foreign Affairs Strategic Plan.

Purpose of the Charter

This service charter defines KMUNH obligations, functions and expectations with respect to its customers including the Government of Kenya and its citizens as well as the international community.

Mandate: To perform diplomatic, representational and multilateral duties on behalf of the Government of Kenya with the Secretariat of the UN- Habitat, missions and diplomatic embassies accredited to the UN-Habitat and other relevant international entities within Nairobi.

Vision: To be a champion for all matters pertaining to strengthened international relations with a particular focus on the promotion of sustainable urbanization and human settlements matters.

Mission: To advance and promote the interests of Kenya with respect to the negotiations on the substantive human settlement matters and governance aspects of UN- Habitat.

Core Values: The Permanent Mission is guided by the following key values

- Patriotism
- Team Spirit

- Commitment
- Professionalism
- Discipline
- Integrity
- Equity
- Respect of Nature

Core Functions

- Working in partnership with other member states to enhance UN-HABITAT with a view to fulfilling its functions and roles as the principal UN body in the field of urban and human settlement matters. In particular, the Mission articulates, promotes, projects and protects, at the international level, the national interests of Kenya by advancing strategic interests at UN- Habitat.
- Undertaking representation functions within the UN system as a Permanent Mission accredited to UN-HABITAT.
- Providing synergetic support to the technical focal points within the Government of Kenya, in particular: the Ministry of Foreign Affairs, the Ministry of Transport, Infrastructure, Housing and Urban Development, the County Governments and the Council of Governors as well as the National Habitat Committee.
- Facilitating policy by engaging with other diplomatic missions within the context of Committee of Permanent Representatives (CPR) at UN-HABITAT.

- Bringing critical environment issues to the attention of decision-makers at all relevant levels of the Government of Kenya
- Keeping abreast with the international agreements and outcomes that Kenya is party to with a view to advancing and articulating national positions on them
- Liaising with the Group of 77 and China as well as the African Diplomatic Corps (ADC) with a view to developing common positions on urban and human settlements matters.

Key Customers

- Ministry of Foreign Affairs, Nairobi and Kenya's Diplomatic Missions abroad
- Ministry of Transport, Infrastructure, Housing and Urban Development- Nairobi
- Ministry of Lands and Physical Planning- Nairobi
- Ministry of Devolution and Arid and Semi-Arid Lands (ASALS) –Nairobi
- Council of Governors (COG)
- Other MDAs
- County Governments
- All Foreign and Permanent Diplomatic Missions Accredited to UNHABITAT in Nairobi
- UN-Habitat Secretariat
- Regional and International Organizations based or accredited to UN-HABITAT
- Kenya nationals
- Staff of the Mission
- Suppliers

Our Services

We provide the following services to our customers:

To the People of Kenya

- Advisory services on UN-HABITAT matters
- Information on Kenya's Foreign Policy
- Mediation and arbitration of disputes involving Kenyans nationals and UN-Habitat as well as the Foreign missions/organizations with privileges and immunities
- Facilitation of the domestication/ Mainstreaming of obligations in Kenyan policies and laws

To the Government Ministries and Departments

- Linkage with the diplomatic community in Kenya
- Liaison and coordination services with interlocutors in missions in Nairobi
- Advice on international developments on human settlements matters
- Coordinating participation in multilateral negotiations; advising government on appropriate protocol procedures and practices
- Coordination of the preparations of government positions in negotiation to various international meetings
- Serves as primary liaison for the Government of Kenya with the UN- HABITAT secretariat

To Foreign and Permanent Diplomatic Missions Accredited to UN- HABITAT in Nairobi

- Supporting logistics for UN-HABITAT meetings including the Governing Council
- Supporting negotiations and conclusion of privileges extended by Kenya as the host country

To Regional and International Organizations based or Accredited to UN- HABITAT in Nairobi

- Facilitates the work of UN- Habitat by lobbying Member States to support its work
- Provides hosting support for UN missions in Kenya and related logistical backstopping in conjunction with the Directorate of United Nations and Multilateral Affairs and Protocol Office in the Ministry of Foreign Affairs
- Provides a complementary port of call to other UN agencies, funds and programs and offices based in Nairobi
- Liaising with lead government Ministries and agencies; formulates and coordinates Kenyan positions on key human settlement issues
- Provides technical backstopping at important negotiation/meetings
- Oversees the governance related aspects of UN- HABITAT by working directly with its secretariat and participating in various subsidiary bodies and committee meetings

- Participates in the United Nations General Assembly (UNGA) and other relevant meetings on matters related to human settlements
- Participates in the multilateral and other meetings related to UN- Habitat and human settlement matters.
- Follows up and liaises with the government ministries/state departments/ county Governments in monitoring UN-HABITAT projects both at the national and international level
- Prepares country position papers and briefs for international meetings and provides technical backstopping in negotiations, where necessary

To our Suppliers

- Offers information regarding services and goods that the mission needs
- Prompt payment for services and goods supplied
- Requisite government procurement documents

Service Standards

I. Quality

The Permanent Mission is fully committed to providing the highest standard of services to all our customers. In that regard, the Permanent Mission will:

- Treat you with respect and courtesy
- Maintain confidentiality where required
- Identify ourselves when we talk to you

- Be clear and helpful in our interactions
- Act with care, diligence, honesty, professionalism and integrity as we prepare to respond and deal with customers
- Promptly refer enquiries we cannot answer to an appropriate Agency/Authority for an answer

II. Responsiveness

The Permanent Mission aims to:

- Deal with enquiries and complaints quickly and effectively
- Answer phone calls promptly
- Attend to visitors promptly upon arrival
- Reply to letters, faxes and emails within three working days
- Strive to make prompt payment for goods, services and works upon submission of accurate invoices and any other supporting documents in line with Government of Kenya Procurement rules and regulations

III. Service Improvement

The Permanent Mission aims to:

- Ensure that the accuracy and high quality of our services by continuously incorporating relevant developments in the diplomatic service
- Further improve procedures and monitor the quality of our services and upgrade the manner in which we deliver services in line with increasing improvements in technology and the dynamic needs of our customers

- Develop a more streamlined system of handling enquiries and feedback on our services
- Treat staff courteously and with respect
- Provide accurate, timely information and documentation to facilitate prompt action
- Honor appointments as scheduled

Accessibility

The Permanent Mission is available:

- From 9.00 AM to 4.00 PM Monday to Thursday and 9:00AM to 2:00PM on Friday. We are closed on Saturdays, Sundays, Kenyan public holidays and during lunch hour breaks between 1.00PM and 2.00 PM

Feedback

The Permanent Mission greatly welcomes and values feedback and suggestions to enable the improvement, maintenance and sustainable provision of quality services. Your feedback should be directed to H.E. the Ambassador, or by post, telephone, fax or email.

Customers are particularly encouraged to fill in the 'Feedback Form' sheet available at the reception and drop it into the suggestion box

Any feedback received shall be handled in confidence by the Head of Chancery. If not satisfied with the response, one is advised to write to the Ambassador/Permanent Representative.

Review of the Charter

The Permanent Mission will review this service charter as and when necessary so as to ensure sustainability of efficiency and effectiveness in service delivery and to be tandem with new developments.

Contact Details

The Permanent Mission of the Republic of Kenya to UN-HABITAT

United Nations Crescent Road Next to Magna Suites /Hotels and Conferences Centre

P.O. Box 67830-00200, Nairobi Kenya

Telephone no.: +254-20-7123441/2

Email: kpmunhabitat@gmail.com