Vision

To be a model Diplomatic Mission in the promotion of bilateral relations and advancement of the interests of the people of Kenya in Angola

Mission

To promote, project and protect the interests of the people of Kenya in Angola through innovative diplomacy

Core values

Customer Focus, Patriotism, Team spirit, Professionalism, Ethics and Integrity, Equity and Fairness

	Services/Goods rendered	Requirements to obtain Service	Cost	Timeline
1.	Provision of advisory services and information on trade, investment and tourism opportunities	Receipt of requests and enquiries Receipt of information	Nil	● Immediate or within 3 working days ● For complex issues, initial response indicating when to expect full response
2.	Facilitation for application of Kenya government documents	Receipt of requests for facilitation Valid documentation	Nil	Within 5 working days
3.	Authentication of documents	Receipt of requests Valid documentation Proof of payment	From 5000 kwanza	Within 3 working days
4.	Issuance of Emergency travel documents	Receipt of requests Valid documentation Proof of payment	5000 kwanza	Within 3 working days
5.	Emergency consular services	Receipt of request	Nil	Case by case basis
6.	Protocol services	Receipt of request for facilitation	Nil	Within 2 working days
7.	Payment for goods and services	Valid documentation - receipts, invoices, delivery notes, quotation, authorization, bank details	Nil	Within 5 working days
8.	Responding to enquiries/correspondence	Receipt of enquiry/ correspondence	Nil	● Immediate or within 3 working days ● For complex issues, initial response indicating when to expect full response
9.	Attending to visitors	Arrival of visitors	Nil	Immediate for visitors with appointment, 15 minutes for those without appointment
10.	Answering in-coming calls	In-coming call	Nil	Within 3 rings

Commitment to Courtesy and Excellence in Service Delivery

Any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

The Ambassador
Embassy of the Republic of Kenya,
Four Villas, Av. Principal de Talatona, Av. Samora Machel, Villa N° 2, Talatona
LUANDA, ANGOLA
Telephone: +244 225 300233
Email: luanda@mfa.go.ke ,
kenyaembassyluanda@gmail.com
Twitter: @KenyaLuanda
Facebook: @kenyaembassyluanda

The Cabinet Secretary
Ministry of Foreign and Diaspora Affairs
P.O.BOX 30551-00100
NAIROBI
Telephone: +254 203318888,
+254 4949000, +254 710601025
Email: info@mfa.go.ke

Commission on Administrative Justice
West End Towers, 2nd floor, Waiyaki Way
P.O. Box: 20414-00200
NAIROBI
Telephone: +2540202270000
Email: info@ombudsman.go.ke ,
complain@ombudsman.go.ke
Toll Free number: 08000221349
SMS short-code number: 15700

QUALITY SERVICE IS YOUR RIGHT