



REPUBLIC OF KENYA

HIGH COMMISSION OF THE REPUBLIC OF KENYA, BOTSWANA

CITIZENS' SERVICE DELIVERY CHARTER

REQUIREMENTS TO OBTAIN A

S/No	SERVICE AND PRODUCTS	SERVICE/PRODUCT	COST OF A SERVICE/PRODUCT	TIMELINES
1.	Authentication of Kenyan documents	<ul style="list-style-type: none"> Request done & paid online www.mfa.ecitizen.go.ke 	Ranges from Ksh.250 to Ksh.2000	<ul style="list-style-type: none"> One (1) month
1.	Certification of authenticated copies of Kenyan documents	<ul style="list-style-type: none"> Receipt of request and requisite documents including authentication certificate 	P 25.00 per page	<ul style="list-style-type: none"> Immediately
1.	Certification of copy of Kenyan Passport	<ul style="list-style-type: none"> Receipt of Request Original Passport Copies of Passport 	P 25.00 per page	<ul style="list-style-type: none"> Immediately
1.	Facilitation of issuance of Kenyan Passports	<ul style="list-style-type: none"> Receipt of request and requisite documents Request done & paid online https://www.ecitizen.go.ke/ecitizenservices.html NB: payments are not refundable 	Nil	<ul style="list-style-type: none"> One (1) month
1.	Emergency Travel Document (ETD)	<ul style="list-style-type: none"> Letter of undertaking to Kenya High Commission Gaborone stating reasons Two (2) passport size photos on white background Copies of passport-biodata page/ID In case of lost passport, a police abstract and proof of nationality Proof of travel (ticket) state means of travel- by air or road 	P 150.00	<ul style="list-style-type: none"> Within one (1) working day

1.	Approval of Electronic Travel Authorization (ETA)	Request done & paid online where applicable www.etakenya.go.ke	Nil for Botswana Nationals	One (1) -Two (2) working days
1.	Renunciation of Kenyan Citizenship	Form L, duly completed Letter to voluntarily renounce Kenyan Citizenship Letter from Immigration office Botswana Surrender original Kenyan Passport /ID Proof of Bank Payment-Payment made to High Commission Account	P 2,110.00	Three (3) to six (6) months
1.	Regaining of Kenyan Citizenship	Form 1, duly completed Two (2) passport size photos on white background Copies of passport-biodata page &ID Copy of the other country's passport &/citizenship certificate Copy of birth certificate Proof of Bank Payment-Payment made to High Commission Account	P 5,000.00	Three (3) to six (6) months
		Explanatory letter from applicant Copy of fingerprints (original)-from police Production of original & copy of National Identity Card		

1.	Certificate of Good Conduct	<ul style="list-style-type: none"> • Kenyans apply and pay online on www.ecitizen.go.ke • Foreigners present supporting documents of their stay in Kenya to the High Commission 	<p>Kshs. 1,000.00 (paid online)</p> <p>P. 150.00</p>	<ul style="list-style-type: none"> • One (1) to Two (2) months
1.	Registration of Births	<ul style="list-style-type: none"> • Receipt of request and requisite documents • Application Letter • Registration form • BDA1 duly completed • download from www.crd.go.ke • Original Birth certificate & certified copy by issuing authority • National Identity card(s) of parent • Marriage certificate of parent (where applicable) 	<p>P 200.00</p>	<ul style="list-style-type: none"> • Two (2) months
1.	Duplicate Birth Certificate	<ul style="list-style-type: none"> • Receipt of request and requisite documents • Copy of Birth Certificate • Copy of Passport • Copy of National ID where applicable • Request letter to the High Commission • 	<p>P 300.00</p>	<ul style="list-style-type: none"> • Two (2) months
1.	Registration of Deaths	<ul style="list-style-type: none"> • Receipt of request and requisite documents • Registration form BDA2 duly completed • download from www.crd.go.ke • Original death & certified copy by 	<p>Nil</p>	<ul style="list-style-type: none"> • Two (2) months

		issuing authority Copies of passport for the deceased Copies of residence/work permit of the deceased		
1.	Facilitation of issuance of new Identity Card (ID)	Receipt of request and requisite documents Applicant's birth certificate & passport Copy of ID either parent Application forms P 180.00 be completedReg. 136A, 101R, Reg. 136C		Two (2) months
	Replacement of invalidated 1978 Identity Card (big size ID Cards)	Three (3) resent passport size photos of applicant with a white background		
1.	Change of particulars in an Identity Card (ID)	Applicant's previous ID card, Birth certificate/ Marriage certificate where applicable P 180.00 Application forms to be completedReg. 136A, 105R, Reg. 136C, 101R		Two (2) months
1.	Replacement of lost/mutilated Identity Card (ID)	Applicant's lost ID copy/No., passport Application forms to be completedReg. 136A, 136C, 101R P 180.00 Three resent passport size photos with a white background		Two (2) months
1.	Correction of spelling error in an Identity Card (ID)	Applicant's previous ID card, Birth certificate/Marria ge certificate, passport Application forms to be completedReg. P 180.00		Two (2) months

136C, Reg. 101R,
106R
Three (3) recent
passport size
photos with a
white background

Two (2) sets of
duly filled
Application form
(Form No.5)
Provide Two (2)
photocopies of the
Applicant's current
Kenyan passport,
Reference number,
Description page &
the Bio Data page
(certified by a
notary public)
Application Letter
Two (2) certified
copies of Birth
certificate Two (2)
certified copies of
Fiancée's (spouse
to be) passport
Two (2)
photocopies of

P 1,110.00

Three (3) to six
(6) months

1. Certificate of No
Impediment to
Marriage

A
Divorce Decree
Absolute or the late
Spouse's Death
Certificate for
divorced or
widowed Kenyans
(certified by a
relevant
authorities). These
must be in English
& if not, translation
provided;
Proof of Bank
Payment
(Payment to High
Commission
Account)

1. Provision of
information on
Trade, Investment
& Tourism

Request of
information
where applicable

Nil

Promptly / Within
one (1) working
day
For queries
requiring
extensive
consultation an
initial reply shall
be given
indicating when
full response
should be
expected

1.	Provision of information on Education and Employment opportunities in Kenya	<ul style="list-style-type: none"> Request of information where applicable 	Nil	<ul style="list-style-type: none"> Promptly / Within one (1) working day For queries requiring extensive consultation an initial reply shall be given indicating when full response should be expected
1.	Respond to telephone calls and correspondences (letters, note verbales, emails e.t.c)	<ul style="list-style-type: none"> Receipt of correspondences 	Nil	<ul style="list-style-type: none"> Within three (3) rings Within three (3) working days for letters and note verbales Within two (2) working days for emails For complicated problems, we'll provide a first response along with an estimated time of completion.

***Charges subject to review with changes in foreign exchange and directives from the Kenyan Government**

WE ARE COMMITTED 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 commitment to courtesy and excellence in service delivery should be reported to:

<p>The High Commissioner</p> <p>Kenya High Commission</p> <p>Plot No. 2615</p> <p>Zebra Way, Off Chuma Drive</p> <p>Private Bag BO 297</p> <p>Tel: +267 3951408/30</p> <p>E-mail: info@khcbotswana.org.bw</p>		Commission Secretary/CEO, Commission of Administrative Justice
		2nd floor, West End Towers, Waiyaki Way, Nairobi
		P.O. Box 20414-0200, Nairobi
		<p>Tel: +254 (0)20 240337/072270604</p> <p>Email: info@ombudsman.go.ke</p> <p>Website: www.ombudsman.go.ke</p>

“HUDUMA BORA NI HAKI YAKO”

“A GOOD SERVICE IS YOUR RIGHT”