



REPUBLIC OF KENYA

HIGH COMMISSION OF THE REPUBLIC OF KENYA, BOTSWANA

CITIZENS' SERVICE DELIVERY CHARTER

S/No	SERVICE AND PRODUCTS	REQUIREMENTS TO OBTAIN A 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
2.	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
3.	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
4.	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
5.	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

6.	Approval of Electronic Travel Authorization (ETA)	<ul style="list-style-type: none"> Request done & paid online where applicable www.etakenya.go.ke 	Nil for Botswana Nationals	<ul style="list-style-type: none"> One (1) -Two (2) working days
7.	Renunciation of Kenyan Citizenship	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Three (3) to six (6) months
8.	Regaining of Kenyan Citizenship	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Three (3) to six (6) months
9.	Certificate of Good Conduct	<ul style="list-style-type: none"> Explanatory letter from applicant Copy of fingerprints (original)-from police Production of original & copy of National Identity Card 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
10.	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 	P 200.00	<ul style="list-style-type: none"> Two (2) months

		<ul style="list-style-type: none"> • Original Birth certificate & certified copy by issuing authority • National Identity card(s) of parent • Marriage certificate of parent (where applicable) 		
11.	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 300.00	<ul style="list-style-type: none"> • Two (2) months
12.	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 issuing authority • Copies of passport for the deceased • Copies of residence/work permit of the deceased 	Nil	<ul style="list-style-type: none"> • Two (2) months
13.	Facilitation of issuance of new Identity Card (ID) Replacement of invalidated 1978 Identity Card (big size ID Cards)	<ul style="list-style-type: none"> • Receipt of request and requisite documents • Applicant's birth certificate & passport • Copy of ID either parent • Application forms be completed Reg. 136A, 101R, Reg. 136C • Three (3) recent passport size photos of applicant with a white background 	P 180.00	<ul style="list-style-type: none"> • Two (2) months
14.	Change of particulars in an Identity Card (ID)	<ul style="list-style-type: none"> • Applicant's previous ID card, Birth certificate/ Marriage certificate where applicable • Application forms to be completed Reg. 136A, 105R, Reg. 136C, 101R 	P 180.00	<ul style="list-style-type: none"> • Two (2) months

15.	Replacement of lost/mutilated Identity Card (ID)	<ul style="list-style-type: none"> • Applicant's lost ID copy/No., passport • Application forms to be completed Reg. 136A, 136C, 101R • Three resent passport size photos with a white background 	P 180.00	<ul style="list-style-type: none"> • Two (2) months
16.	Correction of spelling error in an Identity Card (ID)	<ul style="list-style-type: none"> • Applicant's previous ID card, Birth certificate/Marriage certificate, passport • Application forms to be completed Reg. 136C, Reg. 101R, 106R • Three (3) resent passport size photos with a white background 	P 180.00	<ul style="list-style-type: none"> • Two (2) months
17.	Certificate of No Impediment to Marriage	<ul style="list-style-type: none"> • 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 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) 	P 1,110.00	<ul style="list-style-type: none"> • Three (3) to six (6) months
18.	Provision of information on Trade, Investment & Tourism	<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
19.	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
20.	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:

**The High Commissioner
Kenya High Commission
Plot No. 2615
Zebra Way, Off Chuma Drive
Private Bag BO 297
Tel: +267 3951408/30**

E-mail: info@khcbotswana.org.bw

**Commission Secretary/CEO, Commission of
Administrative Justice
2nd floor, West End Towers, Waiyaki Way, Nairobi
P.O. Box 20414-0200, Nairobi
Tel: +254 (0)20 240337/072270604
Email: info@ombudsman.go.ke
Website: www.ombudsman.go.ke**

“HUDUMA BORA NI HAKI YAKO”
“A GOOD SERVICE IS YOUR RIGHT”