

# KENYA COAST GUARD SERVICE



## SERVICE CHARTER

### About Kenya Coast Guard Service

Kenya Coast Guard Service (KCGS) is established by Kenya Coast Guard Service Act, No. 11 of 2018 with a mandate to enforce laws and regulations applicable in Kenya's territorial and inland waters. The mandate revolves around maritime safety and security, protection of marine resources and sites, customs, pollution control, narcotic drugs, illegal firearms and ammunitions.

#### Vision

A premier Service in maritime security and safety

#### Mission

To enforce Maritime Law on Security, Safety and Protection of Maritime Resources within Kenya's territorial waters

### CITIZENS' DELIVERY SERVICES

S/NO.	Customer Support Services	Customer Requirement(s)	Cost of Service	Timeline
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 secs.
2.	Response to enquiry by walk in clients	Walk in to a KCGS Station and make an enquiry	Free	1 min
3.	Response to correspondence	Written letters	Free	5 working days
		Email and Social media (Twitter, IG, Telegram, FB etc)	Free	1 working day
4.	Acknowledgement to public complaints and grievances	Make a complaint through various mediums i.e., social media, Letters, In Person etc	Free	1 working day
5.	Resolution to complaints	Make a verbal or written resolution	Free	14 working days
6.	Protection of marine resources	Complaints/Cooperation/partnership	Free	24 hrs
7.	Prevention of maritime crime	Complaints /Cooperation / partnership	Free	24 hrs
8.	Response to emergency calls at sea/lake	Accuracy of the report/Cooperation/partnership	Free	Immediately
9.	Prosecution of maritime offenders	Cooperation with investigators	Free	Within 24 hrs from time of arrest
10.	Enforcement of Maritime safety and security	Cooperation and collaboration	Free	24 hrs
11.	Registration of suppliers	Requisite procurement documentation	Free	14 Working days
12.	Processing of tenders	Submit bids for goods and services	Free	90 days
13.	Notification of successful and unsuccessful bidders	Access e- procurement portal for notification	Free	1 Working Day
14.	Payment for goods and services received	L.P.O/Invoice certificate of completion/Goods/Service Received	Free	60 days from the date of receipt of the invoice
15.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
16.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
17.	Recruitment of staff	Make formal application based on advert	Free	-
18.	Process of request for information	Make a request for information	Free	7 days

#### Our Commitment

- Committed to ensuring maritime safety, security, and protection of Kenya's territorial sea, lakes and navigable rivers;
- KCGS is unwaveringly dedicated to fostering the Blue Economy, serving as a proactive enabler for sustainable maritime practices and resource utilization;
- Strive to provide efficient, effective and professional services to safeguard maritime interests while upholding the rule of law;
- Dedicated to providing accessible and responsive services to the public;
- Adhere to the highest standards of professionalism and integrity in all our operations;
- Foster collaboration and cooperation with national and international stakeholders involved in maritime security;
- Place emphasis on raising awareness and promoting education about maritime safety and security;
- Dedicated to continuous improvement in our service delivery;
- Strive to ensure transparency and accountability in our operations;
- Respect the confidentiality and privacy of individuals and organizations with whom we interact;
- Actively engage and consult with relevant stakeholders, including the public, industry players and government agencies to foster collaborative approach in addressing maritime challenges.

#### Contacts

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#### Core Values

Integrity, Creativity  
Teamwork, Care  
Civility  
Participation  
Gender Sensitivity