

# SERVICE DELIVERY CHARTER

## Mandate:

Provide aviation infrastructure, facilities and services in Kenya.

## Mission:

To provide consistent and delightful travel experience

## Vision:

Travel. Stress free

## Purpose:

This charter communicates our commitment to service delivery to our customers in a consistent, efficient, effective and professional manner.

## Business hours:

Office administration hours: Monday to Friday, 0800hrs - 1300hrs and 1400hrs - 1700hrs except when such days fall on Gazetted Public Holidays.

## Airports:

Jomo Kenyatta and Moi International Airports - 24hrs, Eldoret/Wajir/Kisumu: 0600hrs - 2100hrs, Malindi/Wilson: 0630hrs-2030hrs, Lokichoggio: 0630hrs-1830hrs, Others: sunrise to sunset

## SERVICE STANDARDS

Activity	Requirement	Charges	Turnaround
Response to correspondence	Nil	Nil	Within 5 working days
Response to enquiry from customers	Nil	Nil	Instant
Acknowledgment of complaints	*	Nil	48 hrs
Resolution of complaints	Nil	Nil	Within 10 working days
Payment for goods and services	Official Invoice	Nil	As per contractual terms
Airside services	**	**	**
Issuance of access passes	***	***	***

## Customer Obligation

Respect for the Authority's rules, regulations and staff.

## Our Contacts

### Head Office

Kenya Airports Authority, Airport North Road  
P.O. Box 19001-00501, Nairobi Fax: +254(020)822078  
Tel: +254(020) 6611000  
E-mail: [info@kaa.go.ke](mailto:info@kaa.go.ke) Website: [www.kaa.go.ke](http://www.kaa.go.ke)

\* A customer who feels that the Authority's response is unsatisfactory may seek redress from the office of the Ombudsman using the following contacts:

The Commission Secretary / CEO  
Commission on Administrative Justice  
2nd Floor, West End Towers  
opposite Aga Khan High School off Waiyaki Way - Westlands  
P.O. Box 20414 - 00200 Nairobi  
Tel: +254 -20-2270000/2303000/2603765/2441211/8030666  
Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke) (for general inquiries)  
[complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) (for complaints)

\* Make complaint through: [talk2us@kaa.go.ke](mailto:talk2us@kaa.go.ke) or connect to our wifi and download Airport App, select complaint tab and submit the complaint. A complaint can also be handed to KAA officer on duty.

\*\* Schedule of Tariffs on [www.kaa.go.ke/our-airports/airport-information/aeronautical-fees](http://www.kaa.go.ke/our-airports/airport-information/aeronautical-fees)

\*\*\* Pass issuance guidelines and fees on [www.kaa.go.ke/customer-information/airport-security-pass](http://www.kaa.go.ke/customer-information/airport-security-pass).