



KENYA NATIONAL SHIPPING LINE LTD.



**CITIZEN SERVICE DELIVERY CHARTER,
OUR SERVICE STANDARDS**

| S/N | Service/Goods | Requirements to obtain Service/ goods. | Cost of | Timeline. |
|-----|-------------------------|--|---|---|
| 1 | General Services. | <ul style="list-style-type: none"> -Provide accurate general information at all times and specific information within 1day. - provides you with services within a safe working environment. -Acknowledge and respond to your correspondence/concerns. -Answer stakeholder's telephone calls. -Attend to stakeholders at the main reception desk on a first –come-first-served basis. | <ul style="list-style-type: none"> required. No payment required No payment required No payment required No payment required. | <ul style="list-style-type: none"> 1Day. 2Days. Within 1 Day. 3 Rings. Within 5 Minutes. |
| 2 | Shipping Services. | <ul style="list-style-type: none"> -Ensure a reasonable average cargo transit time. -Prompt processing of shipping documents. -Ensure justified claims against loss or damage of cargo are met promptly and to satisfaction of clients. -Release cargo to the party upon receipt of valid documents of title. -Give regular updates on the location of cargos as and when customers require the same. -Share information with clients on latest developments within the industry. Undertake to lift shipments at no additional cost other than the rates already agreed between us and the customers. | <ul style="list-style-type: none"> No payment required No payment required No payment required No payment required No payment required No payment required No payment required | <ul style="list-style-type: none"> Less Than 30 Days 24 hours before ETA/ETD Within 30 Days 30 Minutes Promptly From time to time All the time |
| 3 | Logistics Services. | <ul style="list-style-type: none"> -Ensure loading of all TBL containers upon discharge from importing vessels. -Inform the clients on available mode of transport and rates, upon booking request. -To assume responsibility where we partner with third parties to complete our contractual obligations. | <ul style="list-style-type: none"> No payment required No payment required No payment required | <ul style="list-style-type: none"> Within 3 Days Immediately At all time |
| 4 | Agency Services. | <ul style="list-style-type: none"> Ensures that the shipper,ship-owners or crews are not exposed to exploitation by the corporation's staff or other opportunist posing as service providers. To establish and agree on the scope of service and charges related to the agency ahead of accepting such undertaking as of representing trump vessels,project cargo vessels shipping lines. | <ul style="list-style-type: none"> No payment required No payment required | <ul style="list-style-type: none"> At all time At all time |
| 5 | Billing and Collection. | <ul style="list-style-type: none"> -To prepare and send documents together with invoices to clients immediately the vessel sets sail. -Ensure invoices include only the agreed rates or tariff rates. | <ul style="list-style-type: none"> As per tariff No payment required | <ul style="list-style-type: none"> Within 2 Days At all time |

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|---|--|---|---------------------|-------------------------|
| | | -Issues receipts against every payment by customers. | | At all time |
| | | -Handover/ release documents immediately after charges have been settled to the satisfaction of both parties. | No payment required | At all time |
| 6 | Deposit refund and payment processing. | -To process container deposit refunds upon receipt of empty container into our nominated depot and equipment interchange report issued. | No payment required | Within 14 working days. |
| | | -To process payments promptly in line with credit agreement and negotiated contract. | No payment required | Promptly. |
| | | -To resolve any billing dispute. | No payment required | At all times. |
| | | -Ensure monies directed to clients through us and payments by us to third parties on behalf of clients are made promptly. | No payment required | At all times. |
| | | -Upon request by the clients or C&F agents, consider applications for annually renewable container deposit waivers to credible customers who return units in time and pay up demurrage charges due, within acceptable period. | No payment required | Annually. |
| | | -Undertake refund of any excess monies received from customers immediately this is noticed. | No payment required | Within 7 working days. |

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

Any service/good rendered 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 MANAGING DIRECTOR
KENYA NATIONAL SHIPPING LINE LTD
TEL: 0700510592
EMAIL: admin@knsi.co.ke

THE COMMISSION SECRETARY/CHIEF EXECUTIVE OFFICER,
COMMISSION ON ADMINISTRATIVE JUSTICE, 2nd FLOOR,
WEST END TOWERS, WAIYAKI WAY NAIROBI.
P.O. BOX 20414-00200 NAIROBI
TEL: +254(0)202270000/2303000
EMAIL: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO