

Our history

Kenya High Commission, Windhoek

The Kenya High Commission, Windhoek, was established in 1990 to promote Kenya's foreign policy in the Republic of Namibia, soon after the then known as South West Africa country, attained independence. This service charter is based on Kenya's foreign policy document, the strategic plan, and the Service Charter of the Ministry of Foreign Affairs. It spells out who we are, what we stand for, the services we provide, and the standards of such services and identifies who our stakeholders and customers are. Since we are to be judged by our commitments therein, we commit to execute our duties promptly, efficiently and professionally to meet the expectations as spelt out in the service charter. This service charter clearly defines the mission's mandate to our clients to enhance awareness of the services we offer, the standards, and mechanisms for redress where our services fall short of expectations and to express our commitment to the delivery of quality services in pursuit of our customer's satisfaction. The service charter also provides insights into our core functions and values and our commitment to continuous improvement of service delivery.