



**DIRECTORATE OF IMMIGRATION SERVICES DELIVERY CHARTER**

**Our Vision;** “To be the lead Immigration Services provider in the world”

**Our Mission;** “To contribute to security and socio-economic development of the country by facilitating international travel, regulating entry, exit, residency, citizenship and delivery of consular services.”

**Core Values:** Efficiency and Effectiveness, Professionalism, Patriotism, Teamwork, Integrity (honest, accountable, transparency, impartiality, fairness), Customer-focused.

	<b>SERVICES RENDERED</b>	<b>REQUIREMENTS</b>	<b>USER CHARGES</b>	<b>TIMELINE</b>
1	Response to inquiries and complaints	Contact the Call Centre via phone, email, or twitter	Free	Immediate
2	Issuance of passports	Online application, Book appointment Submit application and enroll Biometrics <a href="http://passport.ecitizen.go.ke">passport.ecitizen.go.ke</a>	From Ksh. 4550 – Ksh. 12,050/-	1 - 14 working days
3	Issuance of Temporary Permit	Online application <a href="http://passport.ecitizen.go.ke">passport.ecitizen.go.ke</a>	Ksh. 350/-	Online, Immediate
4	Interstate pass	Online application <a href="http://passport.ecitizen.go.ke">passport.ecitizen.go.ke</a>	Gratis	Online, Immediate
5	Issuance of Single Entry Visa (SEV)	Online application <a href="http://evisa.go.ke">evisa.go.ke</a>	51 USD	48 Hours
7	Issuance of Transit Entry Visa (TEV)	Online application <a href="http://evisa.go.ke">evisa.go.ke</a>	21 USD	48 Hours
8	Issuance of Courtesy Entry Visa (CEV)	Online application <a href="http://evisa.go.ke">evisa.go.ke</a>	Gratis	48 Hours
9	Issuance of East Africa Tourist Visa (EATV)	Online application <a href="http://evisa.go.ke">evisa.go.ke</a>	101 USD	48 Hours
10	Issuance of Referred Single Entry Visa (RSEV)	Online application <a href="http://evisa.go.ke">evisa.go.ke</a>	62 USD	14 working days
11	Issuance of Multiple Entry Visa (MEV)	Online application <a href="http://evisa.go.ke">evisa.go.ke</a>	112 USD	14 working days
12	Foreign Nationals Registration	Online application Book appointment <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Ksh. 1050/- p.a	6 weeks
13	Extension of Visitors Pass – Online	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Gratis	4 days
14	Endorsement of permits/passes	Online application Book appointment <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Gratis (Book Appointment)	1 day
15	Re-entry Pass	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Ksh. 1,050/- p.a	1 day
16	Processing of Permanent Residence	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Processing Fees Kshs. 5,050 - Kshs. 10,050 Issuance Fees Kshs. 15,050- Kshs. 500,050	12 months
17	Processing of citizenship applications	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Processing Fees Kshs. 5,050 - Kshs. 10,050 Issuance Fees Kshs. 15,050- Kshs. 200,050	12 Months
18	Issuance of Work / Residence Permits	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Processing Fees Kshs. 5,050 - Kshs. 10,050 Issuance Fees Kshs.5,050/- Kshs.200,050/- p.a Gratis for East African Community (EAC) Members/Refugees and Diplomats	20 working days
19	Special Passes	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Ksh. 15,050/- p.m	10 working days
20	Dependent Passes	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Ksh. 5,050/-	15 working days
21	Student passes	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Ksh. 5,050/- p.a Gratis for East African Community (EAC) Members/Refugees and Diplomats	15 working days
22	Internship and Research Passes	Online application <a href="http://efns.immigration.go.ke">efns.immigration.go.ke</a>	Ksh. 10,050/- p.a	15 working days

**Complaints, Compliments and Suggestions should be forwarded:**  
**The Director General, Directorate of Immigration Services, Nyayo House, 9<sup>th</sup> Floor,**  
**P. O Box 30191 – 00100 GPO, Nairobi, Kenya. Tel: +254-20-2222-022**  
**Twitter: @ImmigrationDept Facebook: @ImmigrationKenya**  
**Email: [dis@immigration.go.ke](mailto:dis@immigration.go.ke), or [info@immigration.go.ke](mailto:info@immigration.go.ke)**  
**Website: [www.immigration.go.ke](http://www.immigration.go.ke)**