



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.

No.	SERVICES RENDERED	REQUIREMENTS	USER CHARGES	TIMELINE
1.	Issuance of Passports	Online application (dis.ecitizen.go.ke) Book appointment Submit application and capture Biometrics	Ordinary (34 pages) Ksh. 7,550/- Ordinary (50 pages) Ksh. 9,550/- Ordinary (66 pages) Ksh. 12,050/- Diplomatic (50 pages) Ksh. 15,050/- Replacement of a mutilated or lost passport Ksh. 20,050/-	14 working days
2.	Issuance of Temporary Permit	Online application dis.ecitizen.go.ke	Ksh. 1,050/-	Online, Immediate
3.	Interstate Pass	Online application dis.ecitizen.go.ke	Gratis	Online, Immediate
4.	United Nations Convention Travel Document (UNCTD)	Online application dis.ecitizen.go.ke	Gratis	14 working days
5.	Certificate of Identity	Online application dis.ecitizen.go.ke	Ksh. 3,000/-	14 working days
6.	Electronic Travel Authorization (ETA)	Online application etakenya.go.ke	30 USD standard eTA	3 days
7.	Extension of Visitors Pass – Online	Online application Present passport for endorsement fns.immigration.go.ke	50 USD	2 days
8.	Special Passes	Online application: fns.immigration.go.ke	200 USD per month	7 working days
9.	Student Passes	Online application: fns.immigration.go.ke	100 USD per year	15 working days
10.	Internship and Research Passes	Online application: fns.immigration.go.ke	Ksh. 10,000/- per year	15 working days
11.	Issuance of Work / Residence Permits	Online application fns.immigration.go.ke	Processing Fees:Classes A,B,C,D,F,G,K,N,&Q Ksh. 20,000 - class I, Ksh. 5000 and Classes M & R Gratis. Issuance Fees: Class A & D: Ksh. 500,000/- per year Class B, C, F, G & K: Ksh. 250,000/- per year Class I: Ksh. 20,000/- per year Class M: Refugees Gratis Class N: USD 1,000 per ear Class P: USD 1,000 per year Class Q: Ksh. 100,000 per year Class R: Gratis East African Community (EAC) Members/Refugees and Diplomats: Gratis	21 working days Renewal: 10 working days
12.	Dependent Passes	Online application: fns.immigration.go.ke	Spouses& children of Kenyan Citizen: Ksh. 20,000/- Work permit & Permanent Resident holders: Ksh. 10,000/-	15 working days
13.	Endorsement of Permits/Passes	Print the e-permit/pass Book appointment endorsement fns.immigration.go.ke	Gratis	1 day
14.	Foreign Nationals Registration	Online application Book appointment Biometric capture fns.immigration.go.ke	Ksh. 5,000/- per year	6 weeks
15.	Re-entry Pass	Online application fns.immigration.go.ke	Ksh. 5,000/- per year (only for dependant pass holders)	1 day
16.	Issuance of Permanent Residence	Online application fns.immigration.go.ke	Ex Citizens: Processing Fees Kshs. 50,000 Issuance Fees Kshs. 100,000 Lawful Residents with spouses & children: Processing Fees Kshs. 50,000, Issuance Fees Kshs. 750,000 Spouses to Kenya Citizens: Processing Fees Kshs. 50,000, Issuance Fees Kshs. 150,000 Children to Kenya Citizens: Processing Fees Kshs. 20,000, Issuance Fees Kshs. 750,000	24 months
17.	Issuance of Citizenship	Online application fns.immigration.go.ke	Processing Fees: Kshs. 20,000/- Declaration of Dual Citizenship: Kshs. 10,000/- Renunciation: Kshs. 50,000/-	2 weeks 1 month

			Regaining Citizenship: Kshs. 50,000/- Citizenship by marriage: Kshs. 100,000/- EAC: Kshs. 50,000/- Registration for Citizenship for widows & widowers of Kenyan Citizens: Kshs. 50,000/-	6 months
			Citizenship registration for lawful residence: Kshs. 1,000,000/- Children & dependants of Kenyan Citizens: Kshs. 100,000/- Registration for Citizenship by stateless persons & migrants: Kshs. 10,000/- Registration for Citizenship by descendants of stateless persons & migrants: Kshs. 10,000/-	6 months
			Endorsement on non-Kenyan Passport: Kshs. 10,000/-	1 Day
18.	Responding to inquiries and complaints	Contact the Call Centre via phone, email, X or WhatsApp Visit the Customer Care Desk	Gratis	Immediate

Complaints, Compliments and Suggestions should be forwarded:

The Director General, Directorate of Immigration Services, Nyayo House, 9th Floor, P.

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