



REPUBLIC OF KENYA

CITIZENS' SERVICE DELIVERY CHARTER



SERVICES	REQUIREMENTS	COST	TIME
Aircraft Day Landing	Aircraft Type and Flight Plan	USD 10 – 1,750 (depending on maximum aircraft take-off weight)	Within flight plan
Aircraft Night Landing	Aircraft Type and Flight Plan	USD 12 – 2,100 (depending on maximum aircraft take-off weight)	Within flight plan
Aircraft Day Take-off	Aircraft Type and Flight Plan	Free	Within flight plan
Aircraft Night Take-off	Aircraft Type and Flight Plan	USD 2 – 350 (depending on maximum aircraft take-off weight)	Within flight plan
Airbridge Use by Aircraft	Aircraft Type and Flight Plan	USD 75 – 100 (depending on maximum aircraft take-off weight)	30 mins
Aircraft Parking	Aircraft Type and Flight Plan	USD 6 – 130 (depending on maximum aircraft take-off weight)	Within flight plan
Aircraft Fuel Uplift charges	Request by aircraft seeking aviation fuel	35cts per Litre	Within fuel uplift time
Airport Visit / Educational Tour Primary & Secondary Schools	Application letter	Kshs 3,000 per a group of 50 persons	30 mins
Airport Visit / Educational Tour Colleges & Adults	Application letter	Kshs 4,500 (maximum of 30 person)	30 mins
Filming & Photography	Application letter	Kshs. 15,000 per hour for film and 5,000 per hour for photography	30 min
Aerodrome filming	Application letter	Kshs 10,000 per hour	30 mins
Departing Domestic Passenger Charge	The charges are collected at the point of selling the tickets and should be remitted directly to Kenya Revenue Authority by respective airlines	Kshs 600	Flight Schedule
Departing International Passenger Charge		USD 50	Flight Schedule
Advertisement in Aerodromes	Official request	Cost as per advertisement agency on board / KAA tariffs	10 days
Building Rental in Aerodromes	Official request / response to tender by KAA	Kshs per 60 – 2,400 per Ft ² per annum varied on airports	30 - 90 days
Land Rental in Aerodromes	Official request / response to tender by KAA	Kshs 10 – 2,075 per Ft ² per annum varied on airports	30 - 90 days
Aircraft Ground Handling Services	Official request / response to tender by KAA	As per current Concession Rate 1 st Schedule	30 - 90 days
Air Cargo Handling Services	Official request / response to tender by KAA	As per current Concession Rate 1 st Schedule	1 day
Vehicle Access & Parking	Free vehicle accessing to KAA aerodromes	Non-Airport Residents: Saloons Kshs 50 – 200 i.e., 30 min to 24hrs & Kshs 750 per day. Vans/Pickups Kshs 70 – 280 i.e., 30 min to 24hrs & Kshs 750 per day. Truck/Buses Kshs 110 – 280 i.e., 30 min to 24hrs & Kshs 1000 per day. <u>Airport Residents:</u> Kshs 5,400, 6,750, 9,000 for saloons, vans/pickups and truck/buses respectively on quarterly basis (3months).	2 mins on access
		JKIA Parking Garage Facility Kshs Kshs 100 – 1,500 i.e., 30min to 24hrs daily rate applies per JKIA Parking Rates.	3 mins on exit

SERVICES	REQUIREMENTS	COST	TIME
Animal Holding Fee	Official Request	0.5 Cts - Kshs 400 per type of animal / hour	1 day
Airside / Security Restricted Areas Permits	Official Request / Application per person	Kshs 0 - 60,000 various of categories in the Security Permit Circular	2 days
Temporary Airside / Security Restricted Areas Permits (30 days)	Official Request / Application per person	Kshs 0 - 15,000 various of categories in the Security Permit Circular	1 day
Landside Identification Permits	Official Request / Application per person	Kshs 1,000 – 6,000 various of categories in the Security Permit Circular	1 day
Airside Stationed Vehicles Permits	Official Request / Application per person	Kshs 5,000 per vehicle	1 day
Airside vehicles for emergency response & operation	Official Request / Application	Free	1 day
Airport based CIP/VIP facilitation	Official Request / Application	Kshs 30,000 per person	1 hour
Facilitation of valuable goods, cash and special cargo	Official Request / Application	Kshs 30,000 per consignment	2 hours
Vehicle for Temporary CIP facilitation	Official Request / Application	Kshs 15,000 per vehicle	1 hour
Training / Classrooms	Official Request by appropriate organizations	Kshs 10,000 per class / day	1 day
Airside Safety Training	Individual / Organization Application	Initial Kshs 3,500 and annual renewal 2,500 per person	1 day
Airside Safety Driving Permit / Licence	Individual / Organization Application	Initial Kshs 3,500 and annual renewal 2,500 per person	1 hour
Security Aviation Trainings (Permit issuance)	Individual / Organization Application	Free	3 days
Response to correspondences	Registered correspondences via any media	Free	≤ 5 days
Response to inquiries	Inquiry directed to KAA	Free	Instantly
Processing of payments to suppliers	Requisite claim documents (invoice and evidence of service/goods delivery)	Free	30 Days
Acknowledgment of complaints	Registered complaint with KAA	Free	24 hours
Complaint Handling and Resolution	Written complaint	Free	≤ 10 days

KAA IS COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY
Any service rendered by the Authority and 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:

Managing Director / CEO,
Kenya Airports Authority (KAA),
Head Office, Off Airport North Road.
P.O Box 19001 (00501)
Nairobi Kenya
Email: info@kaa.go.ke,
talk2us@kaa.go.ke

The Commission Secretary / CEO,
Commission on Administrative
Justice, 2nd Floor, West End Towers,
Waiyaki Way,
P.O. Box 20414 - 00200 Nairobi
Tel: +254(0)20-2270000/2303000
Email: complain@ombudsman.go.ke

