



KENYA NATIONAL SHIPPING LINE LTD

Together, we rule the waves



CUSTOMER SERVICE CHARTER

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PURPOSE OF SERVICE CHARTER

The purpose of this charter is to spell out our commitments to and expectations from our customers so as to define terms of engagement and improve standards of service delivery, in our endeavor to consistently provide quality, timely and efficient service.

WHO WE ARE

Kenya National Shipping Line Ltd is a State Corporation established in 1987 under the Company's Act Cap 486 with an agency network spread across continents to help achieve its mandate. The head office is currently based in Mombasa, Kenya.

The Corporation engages in provision of ocean transport, logistics and agency services on behalf of our customers.

WHO WE SERVE

KNSL serves a multi-stakeholders community who include shippers, clearing agents, transporters, shipping companies, general public, freight stations and depots, other cargo interveners, KNSL agents, other Government agencies and the Government of Kenya.

MANDATE

As a National Carrier, to provide shipping services of exports and imports to and from the various ports of the world.

VISION

To be the leading and most competitive global shipping company

MISSION

To provide cost effective, efficient and integrated shipping services to the region and the rest of the world.

CORE VALUES

1. **Effective and Efficient** provision of services.
2. **Professionalism:** To demonstrate expertise and proficiency in service delivery.
3. **Customer focus:** To provide innovative, flexible and dedicated customer service.
4. **Teamwork:** To promote cohesion, collaboration and team spirit.
5. **Integrity:** To uphold transparency and accountability in service delivery.
6. **Respect for persons and the rule of law:** To uphold customers and other stakeholders with esteem and comply with the rule of law.
7. **Corporate Social Responsibility:** To undertake social obligations with sensitivity to the local community and environment.

OUR CORE SERVICES

KNSL is committed to the provision of the following services:

Ocean Freight

1. Full-container-load (FCL)
2. Less-than-container-load (LCL) / Consolidation and deconsolidation
3. Inland waterways transport
4. Transshipment

Logistics Services

1. Multi-Modal Transport of regular to project cargo;
2. Facilitation of custom clearance at the port and across borders.
3. Container depots.
4. Storage and warehousing.

Agency Services

1. Representation of Trump vessels.
2. Representation of project cargo services.
3. Representation of other shipping lines.

OUR SERVICE STANDARDS

We undertake to:

General Services

1. Provide accurate general information at all times and specific information within 1 day.
2. Provide you with service within a safe working environment.
3. Acknowledge and respond to your correspondence/concerns within 2 days upon receipt.
4. Answer stakeholders' telephone calls within 3 rings.
5. Identify the receiving department and the one answering.
6. Attend to stakeholders at the main reception desk within 3 minutes on a first-come-first-serve basis.

Shipping Services

7. Ensure that cargo reaches the destination safely and in good time.
8. Ensure an average cargo transit time of less than 30 days.
9. Process shipping documents within 24 hours.
10. Ensure that the containers used in carrying cargo are cargo-worthy and seaworthy.
11. Ensure that justifiable claims against loss or damage of cargo are met promptly and to the satisfaction of the clients.
12. Release cargo to the right party upon receipt of valid documents of title.
13. Undertake no alteration on the contents of the shipping documents, manifests or bills of lading other than those expressly advised by the customers.

14. Undertake to lift shipments at no additional cost other than the rates already agreed upon by the customers.
15. Give regular updates on the location of cargo as when customers require the same.
16. Share information with clients on latest developments within the industry.

Logistic Services

17. Ensure loading of all TBL containers within 3 days upon discharge from importing vessel.
18. Inform the clients on available mode of transport and rates, upon booking request.
19. To assume responsibility where we partner with third parties to complete our contractual obligations.

Agency Services

20. To establish and agree on the scope of service and charges related to the Agency ahead of accepting such undertaking as of representing tramp vessels, project cargo vessels and shipping lines.
21. Ensure that the shipper, ship-owner or crews are not exposed to exploitation by the Corporation's staff or other opportunists posing as service providers.

Deposit Refund and Payment Processing

22. To process container deposit refunds within 14 days of receipt of Equipment Interchange Report.
23. To process payments promptly in line with credit agreements and negotiated contracts.
24. To resolve any billing dispute promptly.
25. Ensure monies directed to clients through us and payments by us to third parties on behalf of clients are made promptly.
26. 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.
27. Undertake refund of any excess monies received from customers immediately this is noticed.

Document Processing

28. To prepare shipment documents within 2 days after the vessel departure.
29. To issue and release documents to the right parties and undertake legal and procedural amendments as requested by customer from time to time.
30. To communicate any alterations to the parties concerned and reasons for such alterations.

Billing and Collection

31. To prepare and send documents together with invoices to clients immediately the vessel sets sail.
32. Ensure invoices include only the agreed rates or tariff rates
33. Handover / release documents immediately charges have been settled to the satisfaction of both parties
34. Provide bank details to customers who prefer to settle their bills through inter-bank transfers.
35. Issue receipts against every payment by customers.

OUR COMMITMENT TO YOU

We are committed to respecting the rights of our clients, including:

1. The right to serve you efficiently, diligently and with professionalism.
2. The right to treat you with courtesy and consideration.
3. The right to privacy and confidentiality.
4. The right to information.
5. The right to lodge a complaint.

EXPECTATION FROM CUSTOMERS

To enable us serve you better, we expect you to:

1. Provide accurate, timely information and complete documentation
2. Be courteous and respectful to KNSL employees
3. Update us about your organization and requirements
4. Uphold transparency and accountability in your transactions with KNSL

5. Give feedback on services delivered
6. Suggest ways of improving our services
7. Not engage in unethical acts of corruption, forgery or manipulation of documents.
8. Desist from handling contraband, illegal and other proscribed goods.
9. Avoid misdeclaration of cargo contents, weight and other details
10. Lodge valid claims and to the right parties

MONITORING AND REVIEWING THE CHARTER

We, in consultation with our customers, shall monitor adherence to the commitments made in this Charter and review it every three years with the objective of improving our services.

COMPLAINT HANDLING

Complaints from a dissatisfied customer will be addressed promptly at the point of service.

If for whatever reasons you remain dissatisfied please email us on customer feedback on admin@knsi.co.ke providing full details of your complaint to enable us resolve the matter.

OUR CONTACTS

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OUR AGENTS

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