



### *Our Mandate*

Kenya Airports Authority (KAA) was established in 1991 under KAA Act, Chapter 395 of the Laws of Kenya to provide facilitative infrastructure for aviation services. The Act also provides for rehabilitation of public airstrips on Agency basis

### *Our Airports*

- a) *International Airports:* Jomo Kenyatta, Moi and Eldoret
- b) *Domestic Airports:* Wilson, Kisumu, Malindi, Lokichoggio and Wajir.
- c) *Airstrips:* Ukunda, Manda, Garissa, Kitale, Eldoret and Kakamega

### *Our Main Services*

Our value creation chain encompasses airside, terminal building, and cargo processing and landside services.

### *Our Airport User Charges*

Our User Charges for aeronautical services and facilities are based on cost recovery principle based on the "ICAO Policies on Charges for airports and navigational services (Doc 9082/7)" guidelines and are in line with ICAO recommendations for the application of best commercial practices in the interest of transparency, efficiency and cost effectiveness in the operation of aviation business. Concessions, on the other hand, are determined on the basis of market rates.

### *Our Service Standards and Commitments*

The following service standards and commitments outline the targets against which our performance shall be assessed. We entrust ourselves to the following:

#### **1) Business hours**

Observe business hours as follows:

**Office Administration hours:** Monday to Friday: 0800hrs to 1300hrs and 1400hrs to 1700hrs except when such days fall on Gazetted holidays.

#### **Airport operation hours unless notified**

- Jomo Kenyatta International Airport and Moi International Airport 24hrs
- Malindi Airport and Wilson Airport: 0630hrsC to 2030hrs
- Eldoret, Kisumu, Lokichoggio and Wajir Airports: 0630hrs to 1930hrs
- Airstrips: Sunrise to Sunset

#### **2) Correspondences:**

The Authority shall respond to general correspondences within five working days.

#### **3) Debtors**

Payments shall be made as they fall due.

#### **4) Payments**

The Authority shall process payments within 30 days of receipt of invoices with requisite attachments or as per the contractual obligations where applicable.

#### **5) Compliance with Statutory Obligations**

The Authority shall comply with all relevant statutory obligations.

#### **6) Integrity**

The Authority is committed to upholding the highest levels of integrity and zero-tolerance to corruption in the execution of its mandate.

#### **7) Airport experience**

The Authority shall make every effort to enhance airport customer experience in the technical and facilitation areas

#### **8) Customer service recovery and Complaints Resolution**

Resolution of any complaint received shall be preceded by an acknowledgement letter within 48 hours and a substantive response on the solution and/or status within 2 weeks (10 working days). Customer complaints tracking form may be downloaded from our website, filled and submitted to the officer on duty.

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### *Contact us*

#### **Head Office**

Kenya Airports Authority, Box 19001-00501 Nairobi, Fax: 254(020) 822078; Tel: 254(020) 6611000,

[E-mail: info@kenyairports.co.ke](mailto:info@kenyairports.co.ke); [Website: www.kenyairports.co.ke](http://www.kenyairports.co.ke)