



**SERVICE DELIVERY CHARTER
OF THE
MINISTRY OF FOREIGN AFFAIRS
OF THE
REPUBLIC OF MALAWI**

OUR VISION

“A high quality diplomatic service that promotes and protects Malawi's interests and image”

OUR MISSION

“To effectively promote and protect Malawi's interests abroad and maintain good international relations through implementation of its Foreign Policy, in order to contribute to sustainable development and territorial integrity”

SERVICE OFFERED	REQUIREMENTS NEEDED FROM CLIENTS	CHARGES	TIME FRAME
Facilitate issuance of Resident Permits to Foreign Diplomats in Malawi	1. Dully filled <i>Notification of Arrival form</i> , NOA 11/19/07 and <i>Issuance of Residence Permit form</i> , IRP 11/19/07 (Issued by the Ministry) submitted through a note verbalé (NV) 2. Copy of passport pages containing photo, personal details	None	5 working days
Issue Diplomatic Identity Cards to Foreign Diplomats in Malawi	1. Residence permit 2. ID number as endorsed by the Ministry on the <i>NOA</i> and <i>IRP</i> forms 3. Scanned signature and passport size photo in JPGE format submitted in a CD	None	5 working days
Facilitate duty free clearance of motor vehicles	1. Copy of the invoice from the supplier 2. Details for the vehicle: Make, model, colour, chasis number and engine number (All submitted through NV)	None	5 working days

Facilitate the (De-) Registration of Diplomatic Vehicles	<ol style="list-style-type: none"> 1. Clearance letter from MRA 2. Dully filled (De-) Registration of Motor Vehicle form 3. Copy of Diplomatic ID <p>(All submitted through NV)</p>	None	5 working days
Facilitate the tax exemption on goods and services	<ol style="list-style-type: none"> 1. Make a request for ST 14 Books through NV 2. Present ST 14 books to the Ministry for authorization for purchases above K 300, 000 	None	72 Hours
Facilitate tax refunds on goods and services	<ol style="list-style-type: none"> 1. Dully filled Request for Tax Refund Form (ST 11) 2. Copies of receipts for goods and services procured without using the ST 14 book 	None	5 working days
Facilitate the issuance of visas to Malawi Government officials travelling on official business abroad	<ol style="list-style-type: none"> 1. Letter from the MDA 2. Itinerary 	None	72 Hours
Facilitate issuance of visas to people of other nationalities wishing to travel to Malawi	<ol style="list-style-type: none"> 1. Letter or NV submitting the request 2. Copy of passport 3. Itinerary 	None	72 Hours
Facilitate issuance of visas to diplomats	<ol style="list-style-type: none"> Letter or NV submitting the request 2. Copy of passport 3. Itinerary 	None	72 Hours

Facilitate requests for Over-flight and Landing Clearances for Government and VIP/VVIP aircrafts	1. Dully filled Request for Over flight/Landing Clearance Form submitted 72 Hours before date of operation through letter or NV 3. Flight plan	None	72 hours
Facilitate the issuance of Diplomatic Passports	1. Written request from MDA	None	5 Working days
Issue permits for use of the VIP facilities at Malawi's Airports	1. Dully filled Request for the Use of the VIP Lounge Form (issued by the Ministry) submitted 72 Hours before date of travel through a Letter or NV 2. Itinerary	None	72 Hours
Provide guidance to foreign nationals in Malawi who need consular assistance	1. Written/verbal request	None	72 Hours
Humanitarian assistance in emergencies i.e. situations involving destitution or distress of Malawi nationals abroad		None	
Logistical support and non-financial assistance for Malawi nationals who are in hospitals abroad or who may need to be repatriated to Malawi	Written request from Malawi Diplomatic Missions and Consulates, foreign hospitals or individuals	None	5 working days

In the event of an emergency, we communicate on behalf of Malawi nationals abroad with the next-of-kin and/or friends in Malawi	Written request from Malawi Diplomatic Missions and Consulates or individuals	None	5 working days
Communication with the next-of-kin in the event of reported death/life threatening illness/injury. We also provide logistical assistance with the repatriation of the remains	Information from Malawi Diplomatic Missions and Consulates, foreign hospitals or individuals	None	5 working days

“COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY”

Any service that 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 :

The Secretary for Foreign Affairs,
P.O. Box 30315, Lilongwe 3.
Telephone number 01 789 088. Fax. 01 788 482. E-mail: foreignaffairs@foreignaffairs.gov.mw.