



REPUBLIC OF KENYA

PRESS STATEMENT (FOR IMMEDIATE RELEASE)

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GOVERNMENT UNVEILS MAJOR REFORMS TO ENHANCE PASSENGER EXPERIENCE AT JKIA

The Government has adopted a whole-of-government approach to transform passenger experience at Jomo Kenyatta International Airport (JKIA). This follows the roll-out of a plan designed to deliver seamless, efficient, and respectful service to travelers arriving and departing from the country through the facility.

The reforms reflect the Government's commitment to improve the facility to world-class standards, creating an enhanced, welcoming environment aligned with the highest benchmarks of international airport management.

Acknowledging travelers' feedback regarding customs interactions upon entry, the Government is actively reviewing operational protocols at JKIA to streamline entry procedures. The goal is to reduce waiting time, minimize any potential inconveniences, and strengthen Kenya's reputation as a welcoming destination, while maintaining effective border controls.

This initiative will provide travelers with clear, reliable information on customs duties and taxes, promoting fairness between the passengers and Government officials.

In line with global best practices, the Government will prioritize advanced technological solutions to streamline customs and immigration processes. Automation and digitalization will reduce paperwork and expedite processing, enabling smoother travel experiences for both domestic and international passengers.

Further, the Government will enhance security and comfort, smooth access to restricted airport areas, including VIP lounges. The areas will now be managed in strict alignment with airport policies. Only authorized personnel will operate within the secure zones to uphold the integrity of JKIA's restricted areas.

The Government has also committed to enhance customer service quality across all touchpoints at JKIA. All officials will continuously undergo customer service training to ensure they embody the highest levels of professionalism and courtesy, reaffirming Kenya's reputation as a hospitable destination.

These measures highlight the government's commitment to positioning JKIA as a world-class gateway to Kenya and a leading regional aviation hub. As a premier tourism destination, Kenya is poised to further enhance visitors' experiences of the "Magical Kenya" brand.

Through these reforms, we reaffirm our commitment to service excellence, welcoming travelers with efficiency and professionalism, while safeguarding the integrity of our borders.

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