



Highlights

Page

Message from the Chief Executive Officer	3
Customer Service Week	4
KenTrade supports Youth Motion event	6
Intergration of Kenya TradeNet & iCMS	7
EAC Regional Single Window System	9
KRA's Annual Tax Summit	13
Ease of Doing Business 2020	15
KenTrade attains ISO 9001:2015 Certification	16
Your Health Matters	17

"Behind the Smiles"

VISION

To be a global leader in trade facilitation through innovative e-commerce solutions.

MISSION

To facilitate trade by simplifying and harmonizing business processes through effective and efficient management of the TradeNet System and provision of related services for Kenya's global competitiveness.

CORE VALUES

Customer focus | Integrity and accountability | Efficiency
| Equity | Creativity



Message from the Chief Executive Officer

A warm welcome to our quarterly tradenet newsletter. The demand for services that are relevant, convenient, available anytime/anywhere, make trade facilitation inevitable. For this, customer service is our focus and is deeply rooted in our corporate values. We continue to invest in activities that will support our customers in making trade easier. This we do across the borders where we have presence namely Mombasa, Namanga, Busia, Malaba and Isebania. This has been attested by the latest customer satisfaction survey in which the Agency attained an index of 81.7% in 2019 up from 78% in 2018. On the same breath, the Commission on Administrative Justice scored the Agency at 98% in resolving public complaints.

The Kenya TradeNet System continues to record impressive growth with all modules active and

integration with Kenya Revenue Authority's (KRA) Integrated Customers Management System progressing well. We endeavour to provide cutting-edge solutions with our goal being to support customers in their journey and unlock countless opportunities by providing import and export related information.

This was the main idea behind the implementation of InfoTradeKenya portal, which provides a comprehensive step by step guide and a single-point access to up-to-date trade related information on imports, exports and transit procedures in Kenya, the portal can be accessed through www.infotradekenya.go.ke. We are currently working to improve the user experience in the i-Screen Kenya System which we launched in March 2019. The System is designed to enable customers or subscribers to access global watch list database to

check or verify companies that have been blacklisted internationally to protect the users from being swindled. Our marketing team will be calling to share with you the benefits of i-Screen Kenya System.

During the quarter, the World Bank Group released the 2020 Ease of Doing Business Index Report and the results are impressive. Kenya rose to position 56 in 2020 from position 61 in the previous ranking out of 190 economies. The report however revealed that there is still ground to be covered in the trading across borders which we will put more emphasis on.

Finally, on behalf of the Chairman Suleiman Shahbal and Board Members, I wish to express my sincere gratitude for your continued support.

Amos Wangora,
Chief Executive Officer

Customer Service Week

By Furaha Wanjiru

KenTrade joined the world in celebrating the annual 2019 Customer Service Week themed "Behind the Smile", a week - long event that was celebrated in October, to recognize the role that customer service plays in every organization.

While launching the customer service week at KenTrade Head Offices, Chairman Suleiman Shahbal urged staff to not only be performers but to be super performers in the course of their duties adding that good customer service should not only be celebrated during the customer service week but throughout the year. He commended staff for excellent customer service

which led to the Agency improved customer satisfaction index of 81.7% in 2019 up from 78% in 2018.

While commending staff for excellent customer service, Director Gilbert Langat noted that the customer service week is an opportunity for the Agency staff to review how the services are provided and surpass its customers' expectations by continuously offering better customer services.

Chief Executive Officer, Amos Wanga said that the Agency will go an extra mile to listen to our customers and get feedback on how staff can offer excellent service delivery. During the week the Agency lined up several activities focusing on

both internal and external customers, such as job shadowing, boosting morale, donations, rewards and recognition all aimed at reminding customers of the Agency's commitment to excellent services.

The Customer Service Week, is a unique period when service organizations and global Agencies extol the patronage and loyalty of their esteemed customers by introducing several unique and special activities to appreciate them. It is celebrated annually during the first full week in October, and has grown into a global event. This year's celebration was held from October 7 - 11, 2019.



KenTrade Chairman Suleiman Shahbal and Director Gilbert Langat attending to customer calls during the launch of the customer service week.



The young and upcoming Comedian/Artist Mr Kennedy Wandera Ochieng who was keen on knowing how he could leverage our trade facilitation platforms being sensitized by our Busia Customer Service Officer.

Customer Service Week



Agency was represented at the #CSWeek2019Dinner in The Nairobi by our awesome and brilliant frontline team (l to r) Customer Service Assistant Tom Biegon, Contact Centre Assistants-Walton Goga, Lily Kipkirui, Ann Gathondu and Francina Bahati. The well attended dinner event was organised by the ICX Kenya, the professional member organisation for our Customer Service and Contact Centre staff. The annual event was the climax of the exciting and colorful Customer Service Week.



Customer support by our Customer Service Assistant Tom Biegon



The Agency staff contributed and bought toiletry items that were donated to Industrial Area Remand Prison. The staff spent the afternoon encouraging and comforting the remanded and imprisoned members of the society.



Mombasa based Team (l to r) led by Coast Region Representative Samuel Ochieng , Contact Centre Assistant Joy Mutua, Senior Customer Service Officer Hilda Karegi, Interns Mariana Sidi and Cynthia Vugusta

KenTrade supports Youth Motion event



By Sylvia Njeri

KenTrade was among the institutions that supported the Annual Youth Motion Kenya simulation exercise that was held from October 17-18, 2019 at Strathmore University, Nairobi. The event themed "Localizing African Continental Free Trade Area (AfCFTA)" attracted County Governments, Government Agencies, Foreign Embassies mainly the USAID, Dutch Embassy European Union (EU) to Kenya and the youth.

“ The event was themed “Localizing African Continental Free Trade Area (AfCFTA)” ”

The event entailed artistic simulations of youth demonstrating on stage how the Trade studios work, panel discussions, presentation among others. Among the speakers included State Department of Trade's (SDT) George Ndinda who represented the Principal Secretary SDT, Dr. Chris Kiptoo, Kenya Export and Branding Agency (KEPROBA) Mr. Peter Biwott, West Pokot and Tana River County Executive Committee Members for Trade while KenTrade CEO Mr. Amos Wangora was represented by Ag. Manager Projects, Mr. Eric Lukoye.

KenTrade exhibits at Nairobi International Trade Fair



Mr.Wanyambura Mwambia(r) the Deputy Director of Economic Affairs at the National Treasury confers with CEO Mr. Amos Wangora (c) and Ag. DSCBD, Mr. David Ngarama during the Nairobi International Trade Fair held in October 2019.



Managing Director of Jubilee Tissue Industry when he visited the KenTrade's exhibition booth



Kenya Ports Authority Chairman Mr. Joseph R.Kibwana (Ret) 4th left pose for a photograph with KenTrade team when they paid him at a courtesy call at the Authority's exhibition lounge during the Nairobi International Trade Fair that was held in October 2019. (l to r) Ag. Director Strategy Compliance and Business Development Mr. David Ngarama, KPA GM Corporate Services Mr. Edward Kamau, Director Christopher Kosikir, Director Wambui Namu, Director Ernest Kamau, CEO Mr. Amos Wangora KPA Director Dr. Peter N. Muracia and Director Gilbert Langat

KenTrade was among the 500 exhibitors who participated in this year's Nairobi International Trade Fair (NITF) at Jamhuri Showground in Kibra Constituency that opened its door to the public on Monday September 30 and closed on Sunday October 6, 2019. The Agency was housed under the State Department of Trade Pavilion. Members of the public who visited the exhibition stand were mostly interested in knowing how the TradeNet system works and the impact it has had to our economy. NITF is the largest Trade Fair in the East African Region and brings together regional and global exhibitors to display and demonstrate their services and products. This year's theme was "Promoting Innovation and Technology in Agriculture and Trade".

Status of Kenya TradeNet & iCMS

By Billy Ngumi

The iCMS system is a Kenya Revenue Authority (KRA) System that has consolidated all KRA existing systems into a more modern and efficient system.

Implementation of the Kenya TradeNet/iCMS integration is at an advanced stage with modules envisioned in the integration almost completed and implemented with the exception of the exports module. The modules that have so far been implemented include the Base Document (previously known as the Import declaration form- IDF), implementation of the Declaration Exchange functionalities, Cargo release module and messaging, Joint Verification Scheduling, transmission of the UCR link to iCMS to allow for KRA to view approve permits such as Certificate of Conformity or

Certificate of Road worthiness, Implementation of joint verification scheduling and Duty Remission functionality.

The Integration will ensure that information on Customs Declarations is transmitted to the TradeNet System. The Declaration Data transmitted from KRA System to the Kenya TradeNet System will activate the Cargo Release module available in the TradeNet System allowing Partner Government Agencies (PGAs) to electronically release consignments through the TradeNet System. Once fully implemented, it is envisioned that the integration will lead to a paperless cargo clearance process that will result to reduction in the cost of doing business, faster lodgment and processing of regulatory documents, increase in efficiency

in the pre clearance and clearance processes, significant improvement in information sharing between the various regulatory Agencies involved in cargo clearance and an increase in compliance to regulatory requirements from exporters and importers.

To ensure a seamless transition for stakeholders, KenTrade and KRA conducted joint trainings in Mombasa, Eldoret, Nairobi JKIA and Kisumu for importers, exporters, Partner Government Agencies as well as Kenya International Freight and Warehousing Association (KIFWA) members. It is expected that the integration will be complete and fully operational by end of June 2020.



InfoTradeKenya

- ◆ An online step-by-step guide to trade related procedures.
- ◆ A trade facilitation tool for transparency and simplification.
- ◆ Procedures, forms, requirements, contacts available online.

www.infotradekenya.go.ke



EAC Regional Single Window System

By Evelyn Wamae

Single Window Systems are platforms that allow for submission of information required to fulfill regulatory requirements between importers and exporters and regulatory government authorities. This information is submitted only once through a single entry point. According to the World Trade Organization, a regional single window refers to an exchange of data between National Single Window Systems that provide functionalities related to regional regulatory procedures through which data exchange, allows for expedited cargo clearance.

Within the East Africa Community (EAC), the countries that have implemented the National Electronic Single Window Systems include Kenya, Rwanda, and

Uganda with the rest being at different stages of implementation. The regional e-SWS is the platform where all national e-SWS of member states can operate and integrate to facilitate cross-border and international trade. With this model, members states can exchange data among themselves through the regional platform.

KenTrade through the EAC Secretariat is lobbying for implementation of a regional electronic single window system. The regional single window will among other things result in simplifying, harmonizing and standardizing trade processes, procedures and related information flows to reduce transaction costs, to expedite cargo clearance to and from the region, to enhance collaboration between Member State Government regulatory

Agencies and private sector and to enhance the use of global standards, practices and processes within the region.

It is envisioned that once the regional e-SWS is fully operational, it will among other things allow for a paperless submission of cross border documents, the exchange of data across the member states which will enable importers and exporters to track goods along the supply chain within the region. It will also enable cross border exchange of all clearance data that will improve predictability, bring about operational transparency and compliance with member states laws, regulations and guidelines which will make it easy to transact business across borders.



DOWNLOAD THE NEW KENTRADE APP ON GOOGLE PLAYSTORE

i-Screen

KenTrade provides importers and exporters a peace of mind with the i-Screen System that ensure compliance and risk management

Visit our website for more information

TRADE STATISTICS

Will help you crunch the numbers on trade in Kenya with useful data on import and export trade transactions through our electronic platform.



Corporate Scene



The Mombasa Port and Northern Corridor Community Charter (MPNCCC) Sub - Committee on ICT who met at KenTrade Offices to discuss how stakeholders can enhance the usage of ICT. The Sub - Committee is Chaired by KenTrade's Director ICT, Ann Waweru (in green suit).



Chairman Suleiman Shahbal met and held talks with the Chairman of Kenya National Chamber of Commerce and Industry(KNCCI) Mr Richard Ngatia and CEO Angela Ndambuki during a courtesy call at KNCCI head office in Nairobi. The meeting was on matters of mutual interest to KenTrade and KNCCI.



Chairman Suleiman Shahbal held talks with the Ag. Cabinet Secretary Ukur Yattani at the National Treasury. The two discussed how to enhance trade facilitation in the country.



Board of Directors: (l to r) Christopher Koisikir , Ernest Kamau, Wambui Namu, Chairman Suleiman Shahbal, CEO Amos Wangora, Gilbert Langat and Samuel Chemisto (Rep. PS State Department of Trade). Not in the picture are Joseph Z. Ngugi (Rep PS The National Treasury and George Wanjau (Rep. PS State Department for Transport).



KenTrade Team with newly elected Board members of Kenya International Freight and Warehousing Association (KIFWA) when the later paid courtesy call at the KenTrade Offices. Seated (l to r) Madrine Wangechi (Board Member), Roy Mwanthi (National Charman) KenTrade CEO Amos Wangora and Director Strategy and Business Development David Ngarama. Standing (l to r) Mohamed Ramadan (Mombasa branch chair), KenTrade's Ann Odero, Charles Kariuki (National Secretary), KenTrade's Rose Ronoh, Fredrick Aloo (Nairobi branch secretary), KenTrade's Daniel Kiange, Eric Lukoye , Anne Waweru and Wycliffe Wanda (Executive Officer).



KenTrade CEO Amos Wangora (seated extreme right) with members of the Mombasa Port Charter Steering Committee and the National Trade Facilitation Committee during a meeting hosted by KMA at the Mombasa beach hotel.

Corporate Scene



KenTrade team with representatives of the Global Alliance for Trade Facilitation during a meeting at the KenTrade head office in Nairobi



Zeinab Ali (5th right) of Ethics and Anti – Corruption Commission (EACC) with KenTrade team during sensitization to staff on Integrity and Anti – corruption. (l to r) Vera Otieno, Boniface Asirigwa , Magdalene Thiriku, Mwanaulu Issa, Stephen Maika, Eric Lukoye and Paul Mwaura



Competition of training for importers, exporters and clearing Agents



We hosted a delegation from Zambia Pensions and Insurance Authority who came to learn on the Implementation of the Marine Cargo Insurance (MCI) in Kenya with specific interest of the role of KenTrade in the automation of the MCI certificates through the Kenya TradeNet System. They were led by the ISCOS secretariat team of Mr. Clement W. Kamendu and Alex Kanyama Zulu and were received by our representatives Mr Daniel Kiange(Manager,Trade Facilitation) and Mwanaulu Issa(Senior Business Analyst and MCI Project Team Lead).



Director Presidents Delivery Unit Mr Peter Kitheka at our head office in Nairobi. CEO Mr Amos Wangora led our team in the fruitful discussion that centered on our immense potential and prospects. The team was updated on progress with our core business of trade facilitation including the success and challenges so far and also on our compliance with the Presidential Directives.

KenTrade Participates in the KRA's Annual Tax Summit

By Alice Muthoni

Kenya Revenue Authority held its 5th Annual Tax Summit on 16th & 17th October 2019 at Kenya International Convention Centre (KICC) under the theme "Tax Simplification and inclusivity to facilitate Trade and Economic Transformation". The summit brought together global experts, private sector players, tax practitioners, academia and senior government officials to dialogue on challenges and opportunities in the tax environment.

KenTrade participated in this event where the Ag. Director Strategy Compliance and Business Development Mr. David Ngarama was in the panel during the plenary session. The focus of the discussion revolved around efficiency in cargo clearance, integrated border management and effective valuation framework.

KenTrade exhibited its products and services, and the public interacted with the Agency officers to learn more about the role of the organization in promoting efficiency in the cross border trade as well as Value Added Services including the InfoTradeKenya portal and i-Screen Kenya System.



Mrs. Evelyn Wamae of Marketing and Communication sensitizing Commercial Attache Embassy of Spain Julio R. Alvarez the Agency's mandate and products during KRA's Annual Tax Summit at KICC,



Finance Manager Mr. Chrispus Mbogo discussing kentrade products with a visitor at the Annual tax Summit at KICC Nairobi.



KenTrade Participates in Kenya Trade Week & Source Comesa 21

By Alice Muthoni

The Source 21 COMESA International Trade Fair and High Level Business Summit took place from 18th to 21st July 2019 in Nairobi, Kenya. The Summit, which was hosted during the 3rd Kenya Trade Week, centered on manufacturing competitiveness, digitalization and trade facilitation, digital financial services and regional payment systems, standards and quality issues, smart and sustainable cities and the African Continental

Free Trade Area. Apart from exhibiting CEO Mr. Amos Wangora made a presentation titled "emerging trade issues in powering regional trade integration". The event was officiated by H.E Uhuru Kenyatta President Republic of Kenya. Heads of States from Kenya, Mauritius, Uganda and Zambia engaged business leaders and regional policy drivers on practical solutions during the Presidential Public Private Roundtable, where

they discussed key strategies to enhance industry competitiveness, local sourcing and intra-regional trade. Themed "Powering Regional Integration through Trade", The Trade fair brought together policymakers and the private sector from the 21 COMESA member states to deliberate on ways of monitoring and advancing cross border trade across the representative states.



Director Trade Facilitation Ms. Rose Ronoh explains our mandate to the Cabinet Secretary Ms. Monica Juma

Kenya moves up 5 places in World Bank's 2020

Ease of Doing Business index to 56 from 61 in 2019



By Sam Rambaya

Kenya has moved 5 places from position 61 in 2019 to 56 in 2020 among 190 nations in the World Bank's ease of doing business ranking on the back of an improved environment in dealing with construction permits, registering projects, getting credit, protecting minority investors. The report shows that Kenya is currently ranked first on protecting minority investors in the world and had made resolving insolvency easier by allowing insolvent businesses to access credit after commencement of liquidation proceedings.

Among other reforms, Kenya improved access to credit by introducing the online registration, modification, and cancellation of security interests and public online searches of the collateral registry. Kenya also strengthened minority investor protections by requiring shareholders to approve the election and dismissal of an external auditor. Paying taxes was made easier thanks to a new online filing and

payment system for social security contributions. "Kenya is among top reformists in Africa and the World. This takes good leadership and coordination between Agencies," said Augustine Langyintuo of World Bank finance competitiveness and innovation regional focal point. Deputy President Dr. William Ruto said the government will continue investing in systems that will make Kenya even more attractive, as the country targets a top fifty position. adding that this "would place the country in a catalytic position in guaranteeing investment flows from around the globe".

The 2019 World Bank report on Ease of Doing Business indicated that Kenya improved regionally in the Trading Across Borders category, an achievement attributed to the utilisation of the Single Window System (KenyaTradeNet) which allows for electronic submission of customs entries and enables the reduction of time for import documentary compliance."

Doing business ranking is based on quantitative indicators on regulation for starting a business, dealing with construction permits, getting electricity, registering property, getting credit, protecting minority investors, paying taxes, trading across borders, enforcing contracts and resolving insolvency.

Similarly, The World Bank Group's report on Impact Evaluation of the Kenya TradeNet System released in May 2019 highlighted benefits of the System to the government, government agencies, traders and other stakeholders. These benefits includes cost savings estimated at \$25.36 million from automation of processes and procedures, over 50% reduction in importing costs as reported by most clearing agents, reduction average number of steps in processing clients' applications by almost 50% i.e. from 1,332 to 684 and 50% reduction of time taken to obtain relevant pre-import and export documents

Doing business with KenTrade: Opportunities for the disadvantaged groups

By Joanne Kweyu

In February 2012, His Excellency the Retired President, Hon. Mwai Kibaki directed that 10% of all Government contracts be earmarked and awarded to the youth. The Policy directive was informed by the Government's realization that in order to meaningfully address the issue of youth unemployment, it is necessary to give them opportunities to participate in government contracts and tenders.

This was the birth of **YAGPO** (Youth Access to procurement opportunities), which was later changed to **AGPO** (Access to Government Procurement Opportunities), upon the inclusion of women (who are considered among the marginalized groups) and persons with disability (PWDs). In 2013, His Excellency

the President Uhuru Kenyatta, pledged that the procurement rules would be amended to allow for 30 per cent of contracts to be given to the youth, women and PWDs without competition from established firms. It is affirmative action aimed at empowering youth, women and persons with disability-owned enterprises by giving them more opportunities to do business with Government, and ensuring that at least 2% of the procurement budget is specifically set aside for PWDs while the remaining 28% is shared equally between the Youth and Women firms.

At KenTrade, we have ensured that we progressively adhere to this directive by setting aside the required allocation in the budget, and giving these groups the

opportunity to tender.

In Kenya, a youth is a person between the age of 18 and 35 years. In the same way, all persons of the female gender are beneficiaries. As proof of disability applicants under the **AGPO** program must provide a National Council for Persons with Disabilities Certificate. To benefit from this scheme, an enterprise must be owned by youth, women or PWDs, whose share in the business must be at least 75%. The main signatories to the bank accounts must also be persons from these categories. Enterprises must also be registered under the **AGPO** Program at the National Treasury to access procurement opportunities.

For detail email [procurement @ kentrade.go.ke](mailto:procurement@kentrade.go.ke)

ISO 9001:2015 RE- CERTIFICATION

KenTrade was recently recertified on International Organization for Standardization (ISO) 9001-2015 for implementation of the National Electronic Single Window System. The Re-certification was awarded after a rigorous audit on Kentrade systems to confirm its level of conformity to Quality management Systems and regulatory requirements by Kenya Bureau of Standards (KEBS). ISO 9001-2015 is the most updated standard of its kind and focuses on quality management, risk management and service delivery performance.

It assists organisations in developing a management system that aligns quality with their wider business strategy with emphasis on customer focus. ISO 9001:2015 focuses on risk -based thinking and accountability in all organizational processes that help improve communication, efficiency and implementation of continuous improvement.

While congratulating staff on this achievement, CEO Mr. Amos Wangora said that the standard demonstrates the Agency's desire to always perform at the highest level of quality, service delivery and efficiency. "We are excited to have earned the re-certification to ISO 9001-2015 and feel it provides additional assurance to our customers that we are focused on continuous improvement and customer satisfaction", he said.



Your Health Matters

What you need to know about Non – Communicable diseases?

- **What are Non – communicable diseases?**

Non- communicable diseases (NCD) are noninfectious health conditions that cannot be spread from person to person and usually progress slowly. They are also referred to as a chronic disease .

- **Types and causes of Non – Communicable disease?**

NCDs constitute a large group of diseases that are of long duration, and generally slow to progress, with the 4 main types of noncommunicable diseases being cardiovascular diseases (like heart attacks and stroke), cancers, chronic respiratory diseases (such as chronic obstructed pulmonary disease and asthma) and diabetes. Common risk factors for developing these chronic diseases such as poor diet, a sedentary lifestyle, exposure to tobacco and harmful use of alcohol are near ubiquitous, contributing to the rapid rise of NCDs globally and impacting on many other areas of human and economic development.

- **Prevention of Non – Communicable diseases**

The last decades have witnessed a huge increase in meat, sugars, fats and highly processed food consumption while consumption of fiber-rich foods such as whole grains, pulses and roots has been declining. This is due to globalization, urbanization and the development of the food industry that produces less nutritious food. NCDs can be prevented by following a healthy lifestyle through healthy eating and physical activity. This can be easy and doable but not limited to the following recommendations:

- Quit smoking and stay away from smoking areas.
- Stop drinking alcohol.
- Stay physically active.
- Watch your weight (gain or loss) regularly.
- Try to follow a plant-based diet: eat more fruits, vegetables, wholegrain and nuts, but less red meat and dairy products.
- Decrease your intake of junk food and processed food and replace it with home-cooked meals based on fresh ingredients.

Source : [who.int](https://www.who.int); [cdc.gov](https://www.cdc.gov)



HIV and Post – Exposure Prophylaxis; what you need to know



PEP (post-exposure prophylaxis) means taking antiretroviral medicines (ART) after being potentially exposed to HIV to prevent becoming infected. If you think you've recently been exposed to HIV during sex or through sharing needles and works to prepare drugs or if you've been sexually assaulted, talk to your health care provider to assist you.

- **What Is PEP?**

PEP (Post-Exposure Prophylaxis) is a month-long course of drugs to help prevent HIV infection that is taken after a possible exposure to HIV.

Post = after

Exposure = a situation where HIV enters someone's body (e.g., during sex without a condom or by sharing needles or injecting equipment)

Prophylaxis = prevention of disease

PEP isn't guaranteed to work but does in the majority of cases.

- **What are the most common reasons for needing PEP?**

- Sex without a condom with a person who has, or might have, HIV
- Condom breaking or slipping off during sex
- Sharing needles or syringes with a person who has, or might have, HIV

- **How soon should I get PEP?**

The sooner PEP is started after exposure to HIV the better. It is most effective when started within 24 hours, but it needs to be started within 72 hours. The longer you wait, the greater the chance that PEP won't work. PEP usually isn't given more than 72 hours (3 days) after exposure as studies show it is unlikely to be effective. However, if you are unable to access PEP within the 72 hours, even if it has been up to 5-7 days since the exposure occurred, it is still worth seeking medical advice to see what your options are.

- **How does PEP work?**

It takes a few days for HIV to become established in the body following exposure. PEP drugs given at this time may help the body's immune system to stop the virus from replicating (multiplying) in the infected cells of the body. The cells originally infected would then die naturally within a short period of time without producing more copies of HIV. For more details on PEP, please consult your doctor or health provider

Source: <https://www.getpep.info>

SERVICE DELIVERY CHARTER

No	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINE
1	Attending to Walk-in Customers	Avail self to KenTrade Offices and specify the inquiry	No Payment Required	Within 5 Minutes
2.	Telephone Inquiry	Make a Call to Agency Telephone Numbers	No Payment Required	Within 3 rings
3.	Emails and social media	Email contactcentre@KenTrade.go.ke and specify the inquiry	No Payment Required	Within 8 Working Hours
4.	Training of stakeholders on the Kenya TradeNet System	Request for training from the KenTrade web-site https://registration.kentrade.go.ke/	Kshs 10,000 Per Person in Nairobi and Mombasa Kshs 18,000 Per Person in Other Regions	Within 3 Days
5.	Respond to System Support issue raised by KRA, KPA and other stakeholders	Respond to all issue raised by Stakeholders	No Payment Required	Within 30 Minutes
6.	Generation of E-slip	Generate E-slip for Import Declaration Form (IDF) /Permits lodged through Kenya TradeNet System	No Payment Required	Within 10 minutes after application
7.	TradeNet User Registration, Passwords and Deregistration	A filled registration form obtained from our website Email requesting the password reset or deregistration	No Payment Required	Within 24 Hours
8.	Availability of the Info-Trade Portal	Access the Portal through the link (infotrade-kenya.go.ke)	No Payment Required	24hrs 7 Days a Week
9.	Payment of Suppliers	Avail copy of Local Sales Order (LSO) /Local Purchase Order (LPO)	No Payment Required	Thirty (30) days after receipt of, LPO/LSO
10.	i-Screen Kenya System	Access the Portal through the link (https://wls.gtnkenya.com/gtn/) Request for registration Select subscription and pay relevant fees	Banks/Insurance - Ksh. 23,800 Commercial Costs. - Ksh. 11,900 - Ksh. 5,950. Digital Agent, One-off Trader/Importer Ksh. 5,950 - Ksh. 1,190	24hrs 7 Days a Week

OUR CONTACTS

Kenya Trade Network Agency (KenTrade)

Main Office : 1st Floor, Embankment Plaza, Longonot Rd - Upperhill, Nairobi

Address: P. O. Box 36943 – 00200, Nairobi - Kenya

Email address: customercare@kentrade.go.ke; for complaints email complaints@kentrade.go.ke

Tel: +254 20 496 5000

Mobile: +254 709 950 000 /+254 730150000

Email : www.kentrade.go.ke

Regional Offices: Mombasa | Malaba | Busia | Isebania | Namanga

TAASISI YA MTANDAO WA BIASHARA YA KENYA MKATABA WA UTOAJI HUDUMA

NAMBARI	HUDUMA	MAHITAJI YA KUPATA HUDUMA	GHARAMA	MUDA
1	Kuhudumia wateja wanaokuja	Kujiwasilisha katika afisi za KenTrade na kuuuliza maswali.	Hakuna malipo yanayohitajika.	Katika dakika tano.
2	Kuuliza kwa simu.	Piga simu kwa nambari za simu za Agenti.	Hakuna malipo yanayohitajika.	Kwa muda simu inapolia mara tatu.
3	Barua pepe na mitandao ya kijamii.	Tuma barua pepe kwa contactcentre@kentrade.go.ke kisha uliza swali.	Hakuna malipo yanayohitajika.	Suluhisho katika kipindi cha masaa nane ya kufanya kazi.
4	Kutolewa kwa mafunzo kwa wadau na taasisi washiriki wa serikali kuhusu mfumo wa Kenya TradeNet.	Tuma maombi a mafunzo. Request for training	Shilingi elfu kumi kila mmoja jijini Nairobi na Mombasa. Shilingi elfu 18 kila mmoja kwa maeneo mengine.	Siku tatu.
5	Toa risiti kielektroniki.	Toa risiti kielektroniki ya IDF/ kibali kupitia mfumo wa Kenya TradeNet.	Hakuna malipo yanayohitajika.	Katika dakika kumi naada ya kuomba kibali au IDF.
6	Jibu maswali ya msaada wa mfumo yanayobuliwa na wadau wa KRA, KPA na wadau wengine.	Jibu maswali yote yanayobuliwa na wadau.	Hakuna malipo yanayohitajika.	Katika dakika thelathini.
7	Unda mtumizi wa mfumo wa KenyaTradeNet, kubadilisha nywila na kuwaondoa watumizi.	Fomu ya usajili iliyojazwa kutoka kwa wavuti wetu, barua pepe inayoitisha kubalishwa kwa nywila au kuondoa mtumizi.	Hakuna malipo yanayohitajika.	Katika masaa 24.
8	Upatikanaji wa jukwaa la InfoTradeKenya kwa wafanyibiashara.	Tumia jukwaa hilo kupitia kwa (info-tradekenya.go.ke). Tuma ombi la michakato ya kupata stakabadhi ya bidhaa. Ripoti kutofautiana kwa takwimu au data kwenye jukwaa. Pitia kumbukumbu za michakato. Upatikanaji wa jukwaa la InfoTrade.	Hakuna malipo yanayohitajika. Ingia kwa wavuti www.info-trade.go.ke .	Mara hio hio/ mara moja. Katika siku 5 Robo mwaka Masaa 24, siku 7 za wiki.
9	Ulipaji wa wasambazaji bidhaa.	Wasilisha stakabadhi ya hesabu/invoice/rekodi ya utoaji/nakala ya LSO/LPO.	Hakuna malipo.	Siku 30 baada ya kupokea stakabadhi ya hesabu/rekodi ya hesabu, LPO/LSO.
10	Mfumo wa i-Screen	Tumia jukwaa kupitia (https://wls.gtnkenya.com/gtn/) Tuma ombi la usajili. Chagua usajili kisha lipa ada hitajika. Endelea kuchambua kampuni husika kutoka kwa jukwaa.	Benki / Bima - Shilingi 23,800.00 Gharama ya kibiashara Shilingi 11,900.00 - 5,950.00 Ajenti wa kidijitali/ Mfanyibiashara wa wakati mmoja / Muungizaji bidhaa wa mara moja Shilingi 5,950.00 - 1,190	Mara moja.

WASILIANA NASI

Afisi kuu: Ghorofa ya kwanza, Embankment Plaza, Barabara ya Longonot – Upperhill, Nairobi

Sanduku La Posta: 36943 – 00200, Nairobi - Kenya

Barua pepe: customercare@kentrade.go.ke; kwa malalamishi tuma barua Pepe: complaints@kentrade.go.ke

Nambari ya simu: +254 20 496 5000 / +254 709 950 000 / +254 730150000

Afisi Za Ukanda: Mombasa | Malaba | Busia | Isebania | Namanga

Here is your step-by-step procedure on how to export avocados from Kenya



A clear and accurate source of information on Kenya's international trade procedures

How to Export Avocados

Kenyan traders can easily access information on how to export Avocados by accessing the Information for Trade in Kenya portal via <https://InfoTradeKenya.go.ke> which has been implemented by Kenya Trade Network Agency (KenTrade).

The portal provides a step by step guide on the procedures and requirements on import and export of various commodities. The portal also links the relevant government regulatory Agencies with the traders online.

1

Obtain Food Hygiene Licence for the Pack House Facility from Public Health Office

2

Obtain Packhouse Inspection Report from Agriculture and Food Authority (AFA) - Horticultural Crops Directorate (HCD)

3

Obtain Farm Inspection Report from Agriculture and Food Authority (AFA) - Horticultural Crops Directorate (HCD)

4

Obtain Export Licence from Agriculture and Food Authority (AFA) - Horticultural Crops Directorate (HCD)

5

Register as an Exporter with Kenya Plant Health Inspectorate Services (KEPHIS)

6

Register for Training on how to use the Kenya TradeNet System with Kenya Trade Network Agency (KenTrade)

7

Obtain Certificate of Origin (depending on the export market e.g EAC, COMESA, EU, AGOA or GSP)

8

Obtain Export Clearance from Horticultural Crops Directorate

9

Obtain Phytosanitary Certificate from Kenya Plant Health Inspectorate Services (KEPHIS)

10

Obtain Export Health Certificate from Port Health Services

11

Clearance of Consignment by Kenya Revenue Authority (KRA)



+254 20 4965000

contactcenter@kentrade.go.ke

<https://infotradekenya.go.ke>



SIMPLIFYING TRADE PROCESSES FOR KENYA'S COMPETITIVENESS

InfoTradeKenya

Information on market access requirements for Kenya exports and imports.



Screen it don't risk it
Screen trading partners globally for secure international trade.

The Kenya TradeNet

Single Window System for trade
www.kenyatradenet.go.ke