

# 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 <a href="mailto:contactcentre@KenTrade.go.ke">contactcentre@KenTrade.go.ke</a> 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 website <a href="https://registration.kentrade.go.ke/">https://registration.kentrade.go.ke/</a>	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 ( <a href="http://infotrade-kenya.go.ke">infotrade-kenya.go.ke</a> )	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 ( <a href="https://wls.gtnkenya.com/gtn/">https://wls.gtnkenya.com/gtn/</a> ) 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](mailto:customercare@kentrade.go.ke); for complaints email [complaints@kentrade.go.ke](mailto:complaints@kentrade.go.ke)

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**Email :** [www.kentrade.go.ke](http://www.kentrade.go.ke)

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